

# Quality Update

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**Johnson & Johnson**

# Our Guiding Purpose

*“We believe our first responsibility is to the patients, doctors and nurses, to mothers and fathers and all others who use our products and services. In meeting their needs everything we do must be of high quality.”*

*Our Credo*

## Our Credo

We believe our first responsibility is to the patients, doctors and nurses, to mothers and fathers and all others who use our products and services. In meeting their needs everything we do must be of high quality. We must constantly strive to provide value, reduce our costs and maintain reasonable prices. Customers' orders must be serviced promptly and accurately. Our business partners must have an opportunity to make a fair profit.

We are responsible to our employees who work with us throughout the world. We must provide an inclusive work environment where each person must be considered as an individual. We must respect their diversity and dignity and recognize their merit. They must have a sense of security, fulfillment and purpose in their jobs. Compensation must be fair and adequate, and working conditions clean, orderly and safe. We must support the health and well-being of our employees and help them fulfill their family and other personal responsibilities. Employees must feel free to make suggestions and complaints. There must be equal opportunity for employment, development and advancement for those qualified. We must provide highly capable leaders and their actions must be just and ethical.

We are responsible to the communities in which we live and work and to the world community as well. We must help people be healthier by supporting better access and care in more places around the world. We must be good citizens – support good works and charities, better health and education, and bear our fair share of taxes. We must maintain in good order the property we are privileged to use, protecting the environment and natural resources.

Our final responsibility is to our stockholders. Business must make a sound profit. We must experiment with new ideas. Research must be carried on, innovative programs developed, investments made for the future and mistakes paid for. New equipment must be purchased, new facilities provided and new products launched. Reserves must be created to provide for adverse times. When we operate according to these principles, the stockholders should realize a fair return.

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# Unlockin



Patients & clinicians

# g Valu



Business partners

# fo

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External stakeholders



Our employees

# Balancing risk and opportunities

🚩 **Competitive advantage**  
Innovation & Efficiency

🚩 **Reputation**  
Leader in patient safety & service, Employer of choice

🚩 **Market Access**  
Protection of and Opportunity for Revenue requires compliance

🚩 **Streamlined Operations**  
Reduced manual effort & resources optimized

🚩 **Flexibility**  
Adaptable to new modalities and markets

Complex Regulatory Landscape

Volume of Content increasing YoY

Risk of non compliance

Lack of Standardization

Manual and time-consuming tasks

High volume of new documents and Procedure Updates

1. **Proactive**  
Co-Owned  
Quality Culture  
Driven by  
Purpose and  
Vision



*“Tell me and I forget.  
Show me and I may  
remember. Involve me and I  
understand.”*

-Chinese Proverb



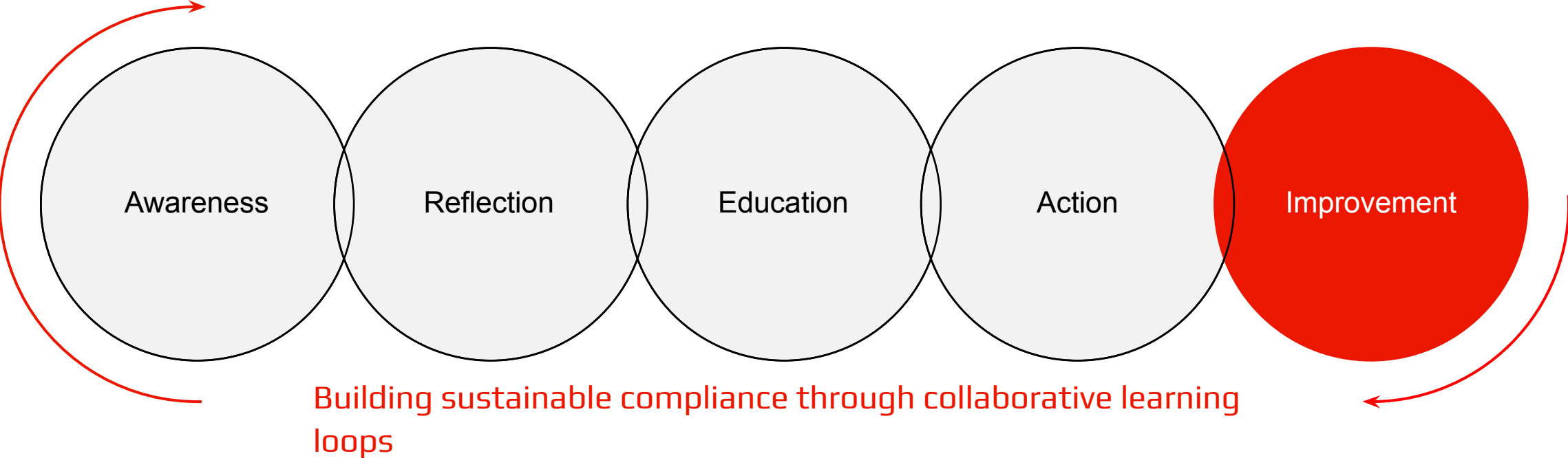
**2. Create a practical framework for operationalizing culture**



# C.A.R.A.E. Framework



A Practical Framework for Sustainable Compliance



# Industry Case Study: Aseptic Technique

Aseptic technique observed as a task, and not a decision.

Audit findings reflect inconsistencies in aseptic technique.  
Using the DMAIC framework, what are possible solutions to this problem?

## Education

Hands on practice, coaching and decision guides to embed proper behaviors

## Reflection

Discuss real scenarios

## Awareness

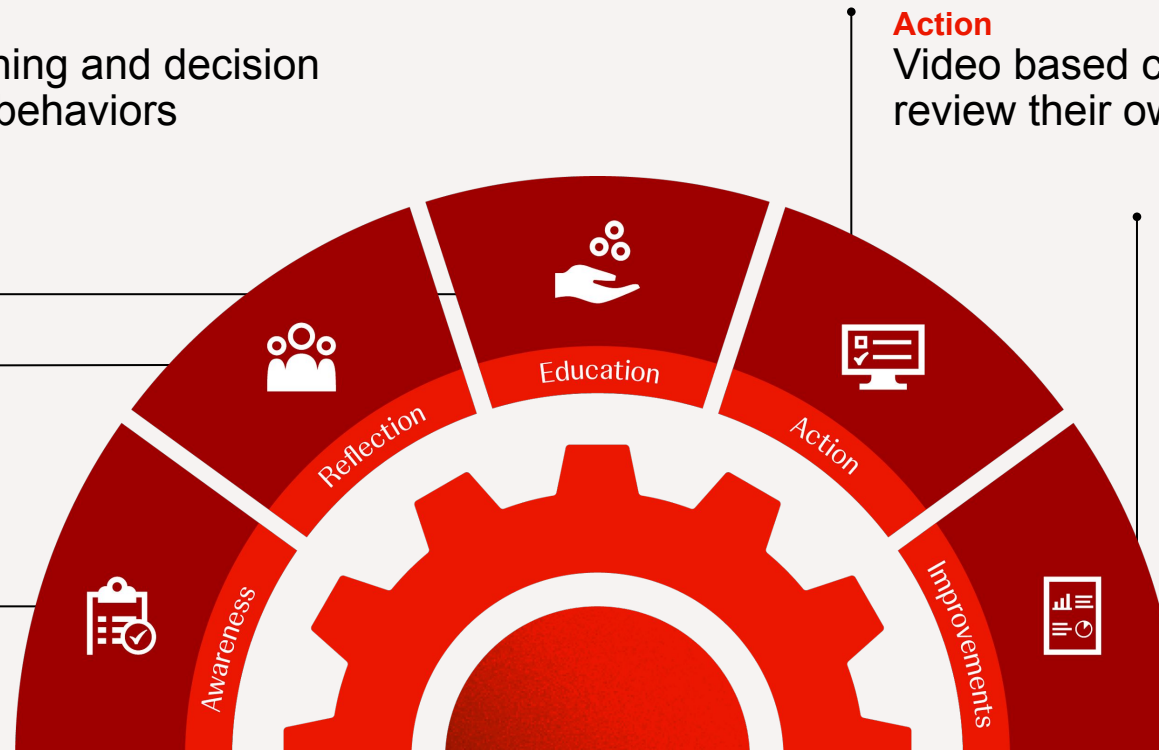
Share audit trends and patient impact

## Action

Video based collaborative reviews; operators review their own performance

## Improvements

- Operator led feedback loops for procedural, equipment or layout improvements
- Create a safe space and recognition for insight sharing
- Use storytelling—like real case studies of quality failures—to illustrate the stakes and drive home the message



② What other solutions might you envision to improve aseptic technique in operations?

**3. Empower**  
leaders who  
inspire  
accountability,  
transparency,  
and continuous  
learning



# Empower Our Leaders

Unlock their full potential:

- Set Clear Expectations and Goals
- Provide Resources and Support
- Demonstrate transparency in decision-making
- Encourage Open Communication
- Foster a culture continuous improvement and quality mindset



# A Strong Culture of Quality has Widespread Impact

Key findings from a decade of Gartner research on a culture of quality

What culture of quality gets us:

50%

↓ Fewer mistakes  
n = 397,945 employees

3.4x


↑ More resilience  
n = 1,203 global employees

Make quality culture real by embedding continuous learning, encouraging real-time feedback



Quality culture is a journey we take together

Building a quality culture isn't a one-off project—it's a continuous journey

A close-up, profile view of a man wearing safety glasses and a white lab coat, looking intently through a microscope. The scene is lit with a cool blue light, creating a professional and focused atmosphere. The background is dark and out of focus, showing some laboratory equipment.

We innovate  
with purpose  
to lead where  
medicine is  
going

# Thank you