

## Shaklee Quality Program

- **Raw material supplier qualification program:**
  - A quality audit of the potential supplier's plant(s).
  - Review of any FDA inspection reports of the plant(s) available under the Freedom of Information Act.
  - Ingredient pre-screening, which includes tests for pesticides, arsenic, lead and solvent residues.
  - Review of supplier test methods.
  
- **Detailed product development program to ensure product stability through the specified expiration date or shelf life, including:**
  - Ingredient potency (100% of label claim)
  - Microbiological purity
  - Organoleptic properties (color, flavor, taste, texture, etc.)
  
- **Formal Shaklee Quality Assurance/Quality Control program:**
  - Complete QC testing (for identity, purity, potency and integrity) of raw material to validate supplier Certificates of Analysis (COA). Any test failure results in potential rejection of the material and disqualification of the supplier.
  - Ongoing QC testing of raw materials from qualified suppliers with validated COA's and periodic audit testing of all specified parameters.
  - Pharmaceutical-style validation of all manufacturing processes.
  - Pharmaceutical-style validation of all equipment cleaning processes followed by ongoing monitoring.
  - An environmental monitoring program to assure the microbiological integrity of our products.
  - A sophisticated preventative maintenance program to ensure that manufacturing equipment is within quality tolerances.
  - QC testing of the product for identity, potency, purity (chemical and microbiological) at each stage of the production process.
  - Finished product inspection/testing to check samples of contract manufactured products before release.
  - A regulatory affairs/compliance function to assure that our facilities have the necessary licenses and our products are manufactured and labeled according to the appropriate regulations.