

TRUST



MOTOROLA SOLUTIONS QUALITY MANAGEMENT SYSTEM

DEPENDABLE PRODUCTS AND SERVICES, ON TIME DELIVERY AND RELIABLE SUPPORT



A woman in a green police uniform is shown from the chest up, looking down and to the side while speaking into a Motorola radio held to her mouth. She has a star badge on her chest and a name tag that reads "YORK". The background is a blurred outdoor setting with a green railing and a building.

CUSTOMERS JUST LIKE YOU TRUST MOTOROLA SOLUTIONS

WE ARE COMMITTED TO DELIVERING DEPENDABLE AND FLAWLESS SOLUTIONS TO OUR CUSTOMERS

PRODUCTS

"As an IT guy, I find it very rare to find a product that does everything it promises without an issue. The system performed flawlessly, and with competitors one step behind, it gave us a real advantage."

Brent Knutson—IT Director, Andretti Green Racing Inc.

DELIVERY

"Motorola's reputation for providing digital radio communications systems to the transportation market and its track record of on time delivery of its solutions makes them a first choice partner."

Thai Customer

SUPPORT

"It would be costly and disruptive to stop the Levinoff-Colbex S.E.C. production line for equipment problems, so the reliability of the Motorola equipment and the dependable service program are very important to us."

Stéphane Dubé—Quality Assurance Manager, Levinoff-Colbex S.E.C.

REPUTATION

"The choice of Motorola as the wireless technology supplier was easy. We knew that Motorola had an excellent reputation as both a leader in wireless technology and as an innovative company. We felt we could have a long term relationship with them."

Stephen Choi—Director of Technology, San Marino Unified School District

QUALITY IN YOUR EYES



IT'S YOUR PERCEPTION

THAT DETERMINES



OUR REPUTATION

IN THE MARKETPLACE

QUALITY POLICY

Motorola Solutions is committed to quality.

We strive to earn your trust by consistently providing dependable products and services, on time delivery, and reliable support for all your mission and business critical applications.

We foster a culture of innovation and accountability that ensures our quality management system is continually evolving to meet your highest expectations. Our reputation and quality heritage represent our continued commitment to earn your trust as a complete solution provider.

TRUSTED QUALITY



HERE'S WHY CUSTOMERS TRUST



OUR QUALITY MANAGEMENT SYSTEM (QMS)

Our commitment to quality is part of our global foundation and what sets us apart from our competition. You can trust that every employee from our senior leadership team and throughout all levels of the organization is committed to keeping our Eye on Quality. Our commitment is to continually strive to improve the overall quality, consistency, and reliability of our products, services, and solutions to your ultimate satisfaction in support of your mission critical and business critical applications.

This commitment to quality is supported through our Quality Management System (QMS) which outlines the policies, procedures, and processes we have in place to dynamically improve our business performance.

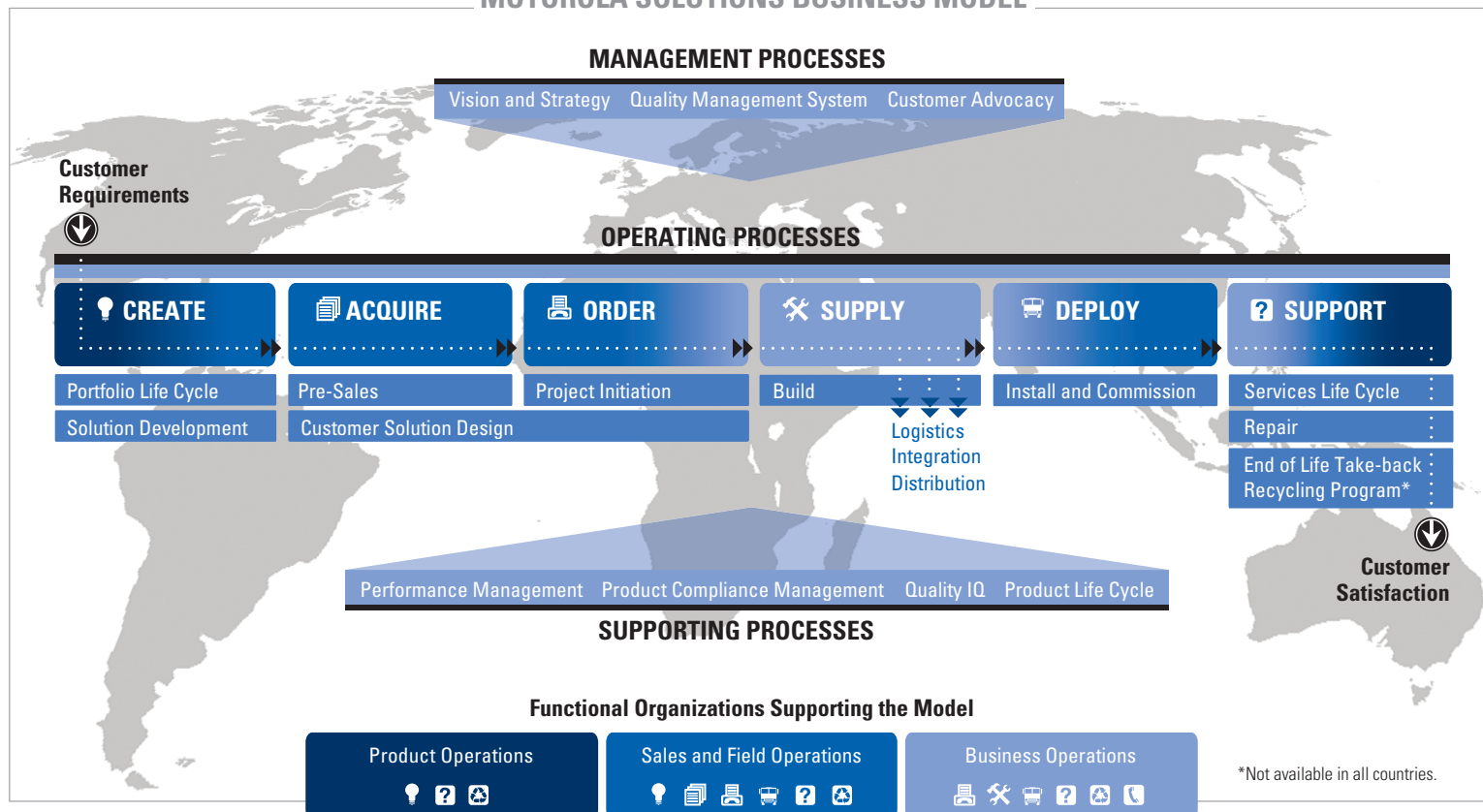
The Quality Management System is based on the ISO 9000 series of standards and covers the design, development and delivery of our products, services and solutions. We participate in an ongoing certification process to demonstrate our continual quality improvement and effectiveness in quality management in compliance with these standards. Our global certification to ISO 9001 is important to us and supports our promise of trusted quality and our commitment to focus on what is important to you, our customer.

OUR PROCESS

In order to provide you with the trusted quality you have come to expect from Motorola Solutions, we follow controlled business management processes. Within this model, we implement and maintain processes and reviews to ensure that our business operates in accordance with quality requirements. Following these strict guidelines helps us to deliver dependable products and services, on time delivery and reliable support. It is our commitment that you can trust Motorola Solutions quality.



MOTOROLA SOLUTIONS BUSINESS MODEL



CONTINUAL IMPROVEMENT OF OUR QUALITY MANAGEMENT SYSTEM IS ONGOING

THE METHODS WE PUT IN PLACE TO ACHIEVE THIS:

DIGITAL SIX SIGMA (DSS) AND LEAN PRINCIPLES

Pioneered by Motorola, Inc. in 1986, Six Sigma has evolved into Digital Six Sigma, a business improvement methodology that focuses on customer requirements, process alignment, analytical rigor and timely execution, using applied technology. Lean Six Sigma goes even further into analyzing the foundational processes to reduce waste and non-value added actions. There are three levels of Digital Six Sigma certification: Master Black Belt, Black Belt and Green Belt. Candidates for belt certification must be able to successfully lead and support Digital Six Sigma project teams. They are certified after learning the appropriate skills, passing a written test, and demonstrating business improvement skills in the work environment. Every Motorola Solutions organization is supported by a DSS Belt.

SIX SIGMA FOR PROCESS IMPROVEMENT (SSPI)

No matter where employees work—in Product Development, Manufacturing, Distribution, Finance, HR, Services, etc.—they use processes every day. To maximize value to customers and our business, everyone must focus on process improvement. Six Sigma for Process Improvement is Motorola's proven way of systematically removing waste and variation in processes by effectively applying Lean Six Sigma principles, methodologies, and tools.

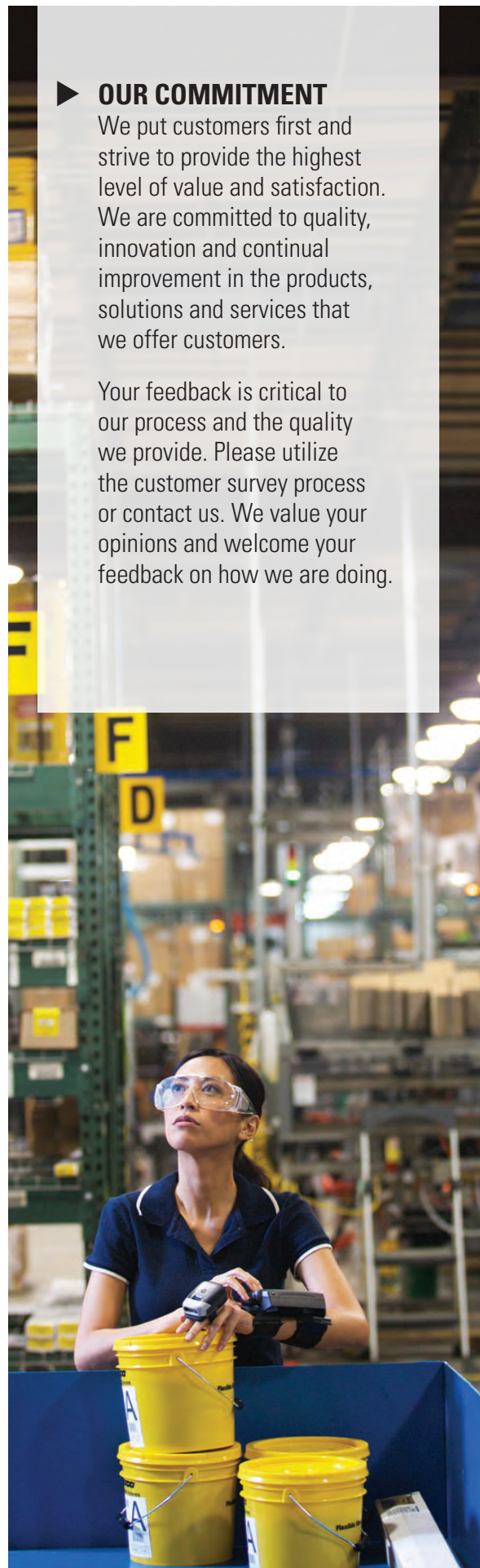
SIX SIGMA FOR PRODUCT DEVELOPMENT (SSPD)

Six Sigma for Product Development is a set of methods and tools integrated with the Product Development Process and functional roles to facilitate improved product quality and customer satisfaction. SSPD starts with developing the Product Road Map aligned with the Voice of the Customer for key market segments. It proceeds through the development of robust technology, prioritization and management of market risks, and translation of the requirements towards the development of robust and reliable products, hardware, accessories and software. Predictive engineering and optimization are used to help ensure that robust, reliable products meet or exceed our customers' expectations.

► OUR COMMITMENT

We put customers first and strive to provide the highest level of value and satisfaction. We are committed to quality, innovation and continual improvement in the products, solutions and services that we offer customers.

Your feedback is critical to our process and the quality we provide. Please utilize the customer survey process or contact us. We value your opinions and welcome your feedback on how we are doing.



TRUST



TRUSTED QUALITY

PRODUCTS . SERVICES . DELIVERY . SUPPORT

OUR COMMITMENT TO YOU

Motorola Solutions is committed to providing you with quality that you can trust. Our Quality Management System ensures that we keep our Eye on Quality and provide you with the products, services and solutions you need for your mission critical and business critical applications. Processes have been established across the organization to drive quality efforts:

- Develop qualitative and quantitative measurements
- Identify improvement opportunities
- Provide resources for continual improvement
- Empower organizations to make improvements
- Monitor indicators and drive improvements across the organization

All Motorola Solutions employees are expected to perform to the absolute best of their abilities to offer you the quality you expect from your preferred solution provider. Each of us strives to keep our EYE ON QUALITY and become your TRUSTED PARTNER.



MOTOROLA SOLUTIONS

www.motorolasolutions.com

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