

# Keysight Continuous Improvement Program

Continuous improvement is woven into the fabric of Keysight's culture – everyone, every day.

## Culture

### Keysight Leadership Model

Keysight earns customer loyalty by providing products, solutions, services, and interactions of the highest quality and greatest value. Our continuous improvement (CI) culture is a key component of **Keysight's Leadership Model (KLM)**. Keysight applies Lean/Six Sigma to product design and development, as well as manufacturing, sales, services, and support functions to reduce process complexity and defects, increase efficiencies, and drive customer success.



### Speaking Up

At Keysight, we do business with uncompromising integrity, and our reputation for honesty, fair dealing and ethical behavior is a defining hallmark of our corporate culture. Keysight utilizes internal and external tools to ensure our customers and employees can easily voice feedback and concerns. Employees may take advantage of Keysight's Open Door Policy and other venues to raise concerns to any level of management or to a member of Human Resources or Legal. Our customers are also encouraged to voice their concerns or feedback by submitting a request via **Contact Keysight, Keysight Support Teams**, or **Keysight's Privacy Advocate**.

# Operational Excellence

## Relentless CI focus across all functions

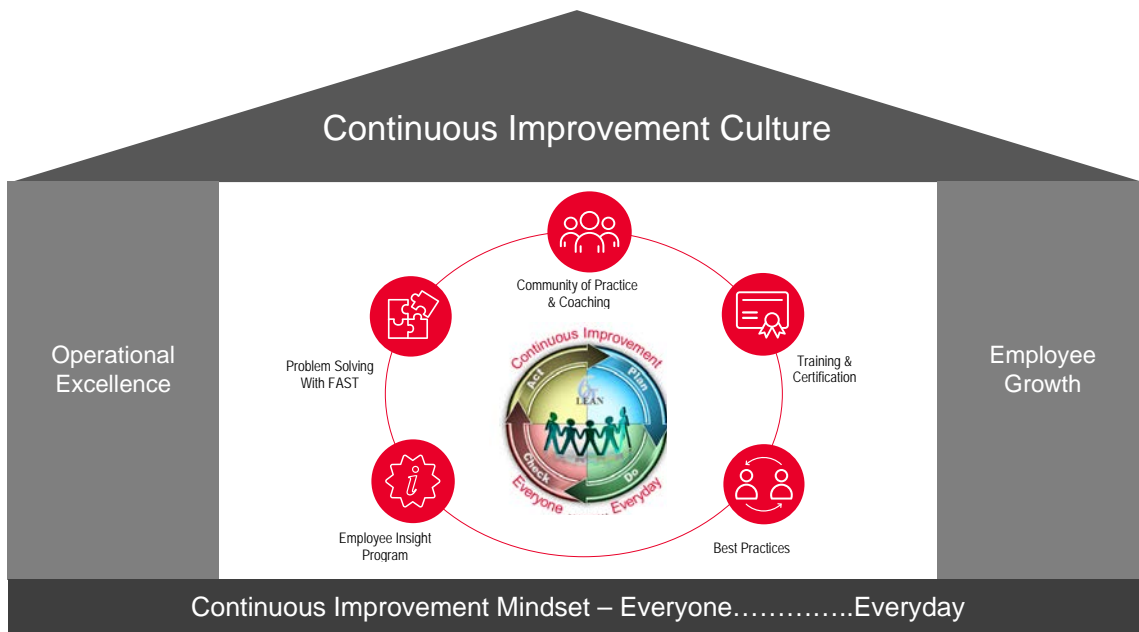
By accelerating R&D by developing common technology platforms, reducing cost, supply optimization and LEAN+ processes for continuous improvement, Keysight relies on its operational rigor to drive long-term competitive advantage. We utilize Agile/Scrum/DevOps in product design and development to drive customer success.

## Problem Solving

Lean/Six Sigma has been adopted to improve the quality of Keysight processes and products. This set of tools and methodologies are utilized to address a variety of Keysight business processes to achieve continuous incremental improvements and breakthrough results. Keysight applies Lean/Six Sigma to manufacturing as well as product design and development, sales, services, and support functions to reduce process complexity and defects, increase efficiencies, and drive customer success.

## Employee Insight Program

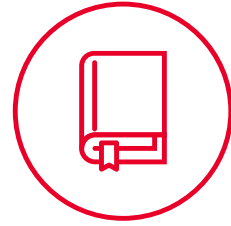
Keysight management recognizes that employees are the heart of the company. We want to hear what employees think and where they see improvement opportunities to meet our strategic objectives, and to create a better, faster, stronger, and more competitive Keysight. Through the Employee Insight Program any employee can submit any idea for any area in the company. These ideas are managed, prioritized, and implemented, leading to tangible business results.



## Employee Growth

### Power of the Community of Practice

Our robust community of CI practitioners continues to grow worldwide and includes Lean Masters, Facilitators, Instructors, Six Sigma Black/Green Belts, and Practitioners. Keysight's Lean Masters and Six Sigma Black Belts demonstrate their excellence through leading initiatives, education, coaching and assisting others with their CI initiatives. Each employee has the opportunity to learn and apply Continuous Improvement, Lean, and Six Sigma. Keysight has Lean Masters and Six Sigma Coaches to guide Keysight employees who in turn develop valuable skills contributing to Keysight's operational excellence.



## Customer Success

### Customer Feedback System

Keysight utilizes a customer feedback system which provides customer satisfaction and future opportunity information regarding product, service, and support offerings. Keysight's system focuses on resolving the diverse needs of our customers using a variety of enterprise wide tools and processes. Timely and effective customer issue resolution is a foundational element of Keysight's management system. Feedback may be submitted to: [CIR\\_Feedback@keysight.com](mailto:CIR_Feedback@keysight.com).



### Value of Feedback

Customer success is at the forefront of Keysight's operating model. We believe our customers are the heart of the company. We seek internal as well as external viewpoints to innovate relevant and valuable solutions for our customers. Keysight knows our customers expect a consistent experience — whether exploring our website for product information, discussing an application with an engineer or having a product serviced. Feedback via the **Keysight Customer Satisfaction Survey** helps us continually improve and provide products, services, and interactions of the highest quality and greatest value. While results show impressive improvement, our efforts to provide a better total experience never stop.

## Keysight Resources

- [Keysight Leadership Model](#)
- [Keysight Quality/Business Management System](#)
- [Keysight Quality Policy & Resources](#)
- [Keysight Corporate Social Responsibility](#)
- [Contact Keysight](#)

Learn more at: [www.keysight.com](http://www.keysight.com)

For more information on Keysight Technologies' products, applications or services, please contact your local Keysight office. The complete list is available at: [www.keysight.com/find/contactus](http://www.keysight.com/find/contactus)

