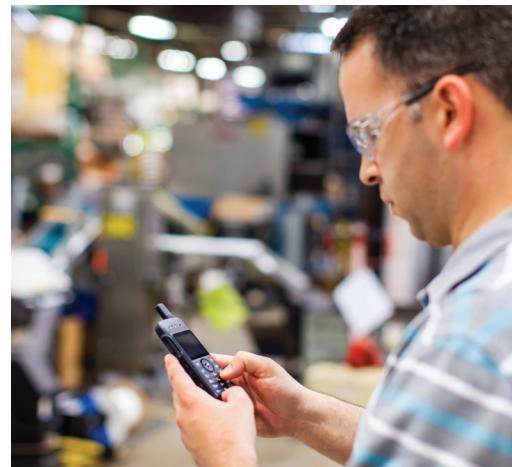


# QUALITY MANUAL CUSTOMERS ARE AT THE CENTER OF EVERYTHING WE DO



MOTOROLA SOLUTIONS ENSURES CUSTOMER-CENTRIC  
SOLUTIONS, DEPENDABLE PRODUCTS AND SERVICES,  
ON-TIME DELIVERY, AND RELIABLE SUPPORT



## CUSTOMER-CENTRIC SOLUTIONS FOR YOUR MISSION CRITICAL APPLICATIONS

### TRUSTED QUALITY



RIGHT NOW...  
DAYS FROM NOW ...  
MONTHS AND YEARS FROM NOW ...

## OUR COMMITMENT TO QUALITY HELPS MAKE YOUR MOMENTS SUCCESSFUL

The senior leadership team at Motorola Solutions is committed to providing solutions that meet and exceed your expectations. In order to ensure that our quality initiatives drive continual improvements, our management team is responsible for:

- Providing Voice of Customer data
- Developing qualitative and quantitative measurements
- Providing resources for continual improvement efforts
- Empowering teams to make improvements
- Monitoring performance indicators and customer loyalty to drive improvements

Our commitment to quality is rooted in our promise to mobilize and connect people in the moments that matter, and to ensure that customers are at the core of everything we do. All Motorola Solutions employees are expected to perform to the absolute best of their abilities to provide you with the quality you expect from a trusted solution provider.

Jeanne Weiss  
Director of Global Quality and Customer Advocacy  
Motorola Solutions

## OUR 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-critical applications.

We foster a culture of innovation and accountability that helps ensure our quality management system is continually improving to anticipate, meet, and exceed your expectations in everything we do. Our reputation and quality heritage represent our continued commitment to be your complete solutions provider.

### TRUSTED QUALITY



# OUR REACH LETS US CONNECT WITH CUSTOMERS AROUND THE WORLD

## COMPANY OVERVIEW

Motorola Solutions is a leading provider of mission-critical communication solutions focused on public safety and commercial markets. You can be assured when you select Motorola Solutions you are selecting a premier solution provider in the markets we serve.

Motorola Solutions is a global company with a history of quality and innovation at its core. Highlights of our company footprint include:

- Primary R&D in 6 countries
- 12 Solution Support Centers
- Sales in over 100 countries
- 100K+ Customers
- 2,000 Direct Sales Representatives
- 7,500 Channel Partners
- 12,000 Mission Critical Networks
- 15,000 Employees in 60 countries
- 5,000 Globally Operated Sites



**100+**  
SALES IN OVER  
100 COUNTRIES

**2K**  
DIRECT SALES  
FORCE

**7.5K**  
CHANNEL  
PARTNERS

**12K**  
MISSION CRITICAL  
NETWORKS

**15K**  
EMPLOYEES  
IN 60 COUNTRIES

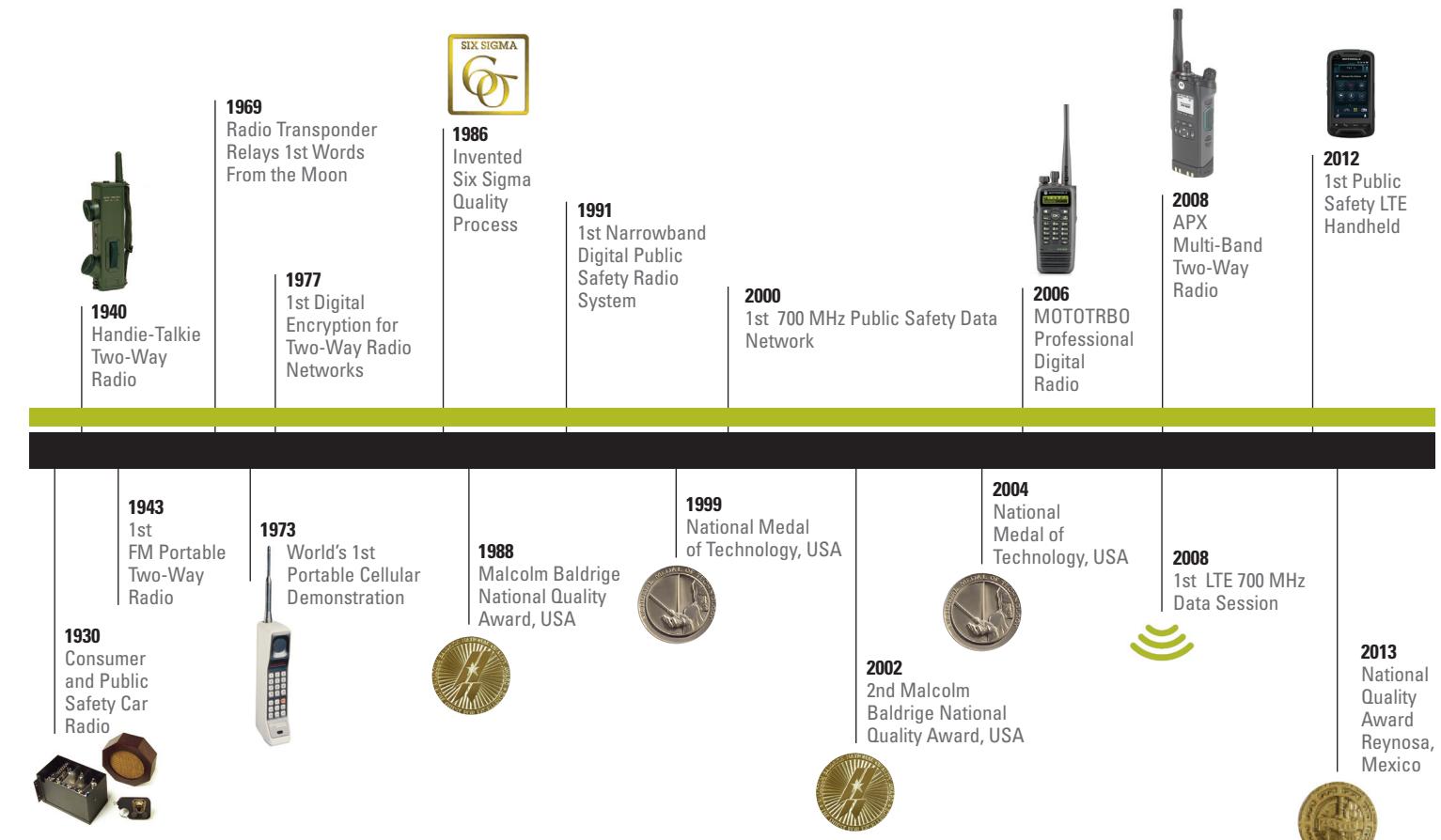
**"MOTOROLA SOLUTIONS IS A LONG-TERM TECHNOLOGY PARTNER OF OURS AND HAS PROVEN TO BE ABLE TO DELIVER AND IMPLEMENT RADIO NETWORKS FOR OUR PUBLIC SAFETY NEEDS."**

**THE ANALOGUE SYSTEM IN PLACE WAS OUTDATED, AND WITH THIS NEW IMPLEMENTATION WE WILL MODERNIZE AND MERGE TWO SEPARATE NETWORKS TO ONE NATIONWIDE DIGITAL LAND MOBILE RADIO NETWORK. OUR FRONTLINE USERS WILL BE ABLE TO BENEFIT FROM A NETWORK OF THE HIGHEST STANDARDS OF SECURITY, STABILITY AND QUALITY."**

Janis Ritins,  
Head of Information Centre,  
Ministry of Interior Republic of Latvia

## MOMENTS THAT DEFINE US

Motorola Solutions is proud of our heritage and is continually building on our legacy and investing in our future. Our investments in research and technology provide next generation solutions for both public safety and commercial customers. Here are some of the highlights:



## AROUND THE GLOBE ...

## MAXIMIZING SAFETY, PRODUCTIVITY, AND INTELLIGENCE

Whether you are a public safety or commercial customer, we are mobilizing and connecting people when you need it most. Our solutions help prepare you for what is ahead by empowering your workers to make critical decisions and by equipping them to face the unknown with confidence. 2,000 direct sales representatives and 7,500 channel partners make sure you have the support you need when it matters most.



Manufacturing



Retail and Hospitality



Fire and EMS



Transportation and Logistics



Education



Healthcare



Energy, Utilities, and Natural Resources

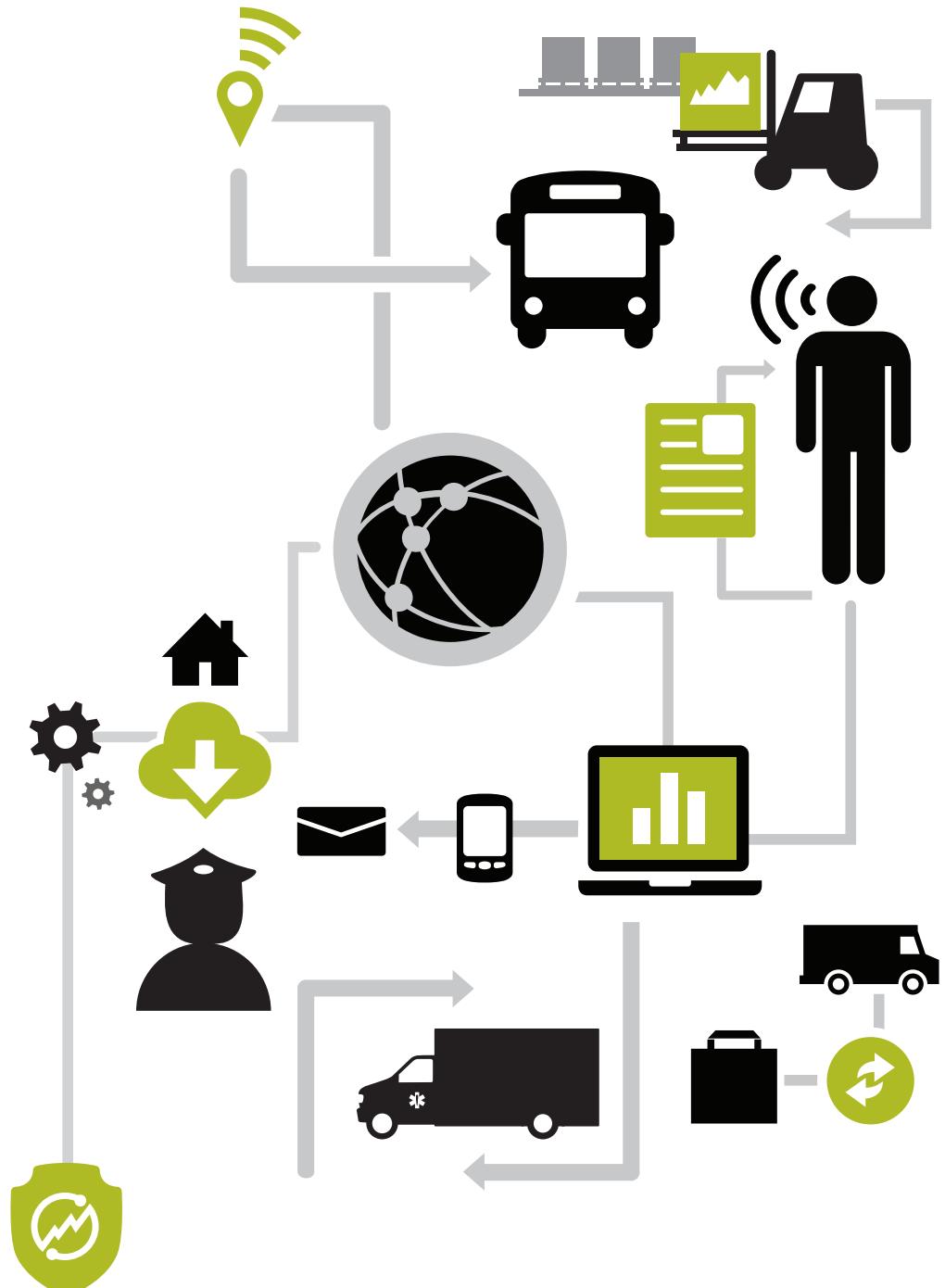


Law Enforcement

# SOLVING COMPLEXITY

Everything we do is about providing solutions to your biggest challenges. It's more than just individual products and services—we craft solutions that connect employees in powerful ways.

We have a comprehensive network of industry-leading channel partners who specialize in providing unique, tailored solutions to suit almost any business need.



# ORGANIZED FOR THE CHALLENGES OF TOMORROW

Motorola Solutions is organized around a customer-centric business model that defines the overall interaction of processes in the organization. Our business teams are aligned around customer requirements so that we continually anticipate, meet, and exceed your expectations in everything we do.

Our quality initiatives are designed to provide you dependable products and services, help ensure on-time delivery, and provide reliable support so you can rise to the moment—and be your best when it matters most.

## SALES AND PRODUCT OPERATIONS



Our Sales and Product teams are aligned under one organization to ensure we have the ability to act together and act fast to meet your ever-changing needs.



**Sales and Operations**  
This team is your regional focal point. Through Motorola Solutions' unique Sales Way, we develop an understanding of your business, proactively respond to market trends and opportunities, and work closely with other Motorola Solutions teams to ensure alignment. Our Go-To-Customer model ensures we serve your distinct needs through both our direct and PartnerEmpower channel programs.

Highlights of the team include:

- Act as trusted advisors to help solve your business problems
- Design, integration, and provision of your specific solutions
- Provide order administration and logistics, and technical and field support services
- Enable channel partners to differentiate their business within the value based PartnerEmpower program
- Ability to plan, build, manage, and secure communication solutions through our Solutions and Services organization
- Manage Solution Support Center operations to effectively manage our customer issue resolution process



**Product, Service, and Solutions Operations**  
This team is responsible for the management of our product portfolio including the design and development of hardware, software, and services solutions. They are chartered with providing end-to-end solutions for our customers through ongoing research and development. Input to development is received directly from customers, Solution Sales teams, Business Operations, Quality and Customer Advocacy, as well as industry and market trends. The alignment and the collaboration between these teams ensures we are developing solutions to help mobilize and connect your workforce.



## Chief Technology Office

The Chief Technology Office is equipped with a powerful combination of capabilities designed to collaborate with all areas of the business with regard to incubating emerging growth opportunities, building consistent platforms, and driving thought leadership.

Key competencies include:

- Innovation Design / User Experience
- Technology / Customer Research
- RF Engineering / RF Silicon
- Intellectual Asset Management
- Software Solutions
- Developing next generation architectures
- Driving focused innovation



## Quality and Customer Advocacy Office

This team represents global operations of our Quality Management System and our Customer Advocacy efforts for Motorola Solutions. With support from leaders across all businesses, the charter of this team ensures that employees are engaged and committed to our customer-centric business model, and that all employees focus on exceeding customer expectations in everything we do.

Key areas of focus include:

- Ensure the processes required for the Quality Management System are established, implemented, and maintained
- Provide senior leaders with metrics, analysis, and recommendations for continued improvements of our Quality Management System and solutions portfolio
- Provide organizations with customer experience knowledge collected through face-to-face interviews, surveys, and internal metrics

## FINANCE AND BUSINESS OPERATIONS



Our Finance and Business Operations team is responsible for fiscal responsibility and is committed to providing accurate and timely financial reporting and analytics to our business partners to support sound decision making that drives solid financial returns and shareholder value. The team is also responsible for our Procurement and Supply Chain Organizations, which drives excellent manufacturing, distribution, and repair operations focused on achieving on-time delivery of high-quality products and solutions.

# QUALITY MANAGEMENT SYSTEM

## CUSTOMER-CENTRIC MODEL

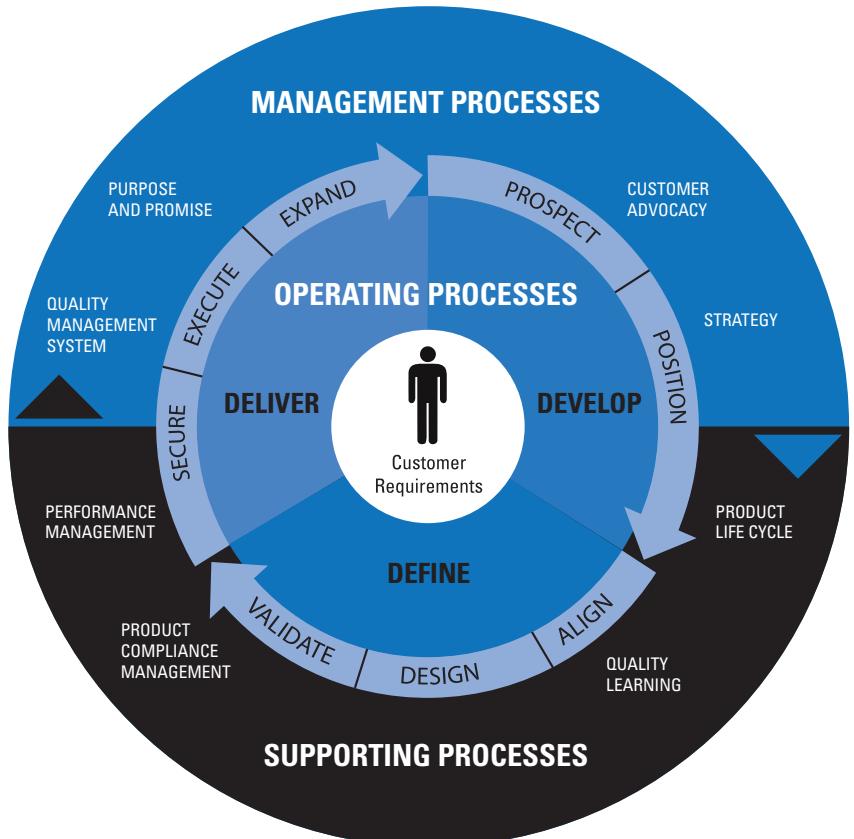
The Motorola Solutions Quality Management System is based on a process approach and has four main areas of focus:

- Customer Requirements
- Organizational structure
- Products, Services, and Solutions provided
- Applicable standards' requirements

The Quality Management System applies to global Motorola Solutions' processes including:

- Strategy and business development
- Design and development of products, services, and solutions
- Manufacturing, distribution, and channel management
- Sales and support functions
- Outsourced, third party processes
- Solution Support Centers

## MOTOROLA SOLUTIONS GO-TO-CUSTOMER MODEL



We use ISO 9001 as the primary standard for our Quality Management System, and incorporate other standards as appropriate for our business environment.

Our Customer-Centric Business Model defines the overall interaction of the processes throughout our organization—placing customer requirements at the center. Each function within the model implements and maintains relevant processes, and conducts reviews to help ensure that every process is operating in accordance with our Quality Management System and our customers' requirements.

The business model aligns our Management, Operating, and Supporting processes to focus on external customer requirements while driving improvements on internal processes. Centered around our customers, it ensures we become your trusted partner by anticipating, meeting and exceeding your expectations in everything we do.

## MANAGEMENT PROCESSES

As a Motorola Solutions customer, we promise to provide innovative solutions to help you mobilize and connect your teams in the moments that matter most. Our management processes set the overall strategy for the organization to ensure all teams are in alignment towards our strategic goals and objectives. They include:

- Driving customer advocacy by actively listening to voice of the customer and industry data
- Resource planning and development
- Performance reviews against objectives
- Continual improvement through our Quality Management System
- Risk Management

## OPERATING PROCESSES

Core activities are implemented on a daily basis to ensure we are ready to anticipate, meet, and exceed your expectations in everything we do so we can continually provide dependable products and services, on-time delivery, and reliable support.

### DEVELOP: PROSPECT & POSITION

Sales teams are responsible for understanding our customers' business objectives and challenges in order to develop opportunities for a successful relationship. These teams also understand the competitive landscape and how the full breadth of Motorola Solutions products, services, and solutions meet the customers' requirements.

### DEFINE: ALIGN, DESIGN & VALIDATE

Product, Service, and Solutions Operations teams work with our Sales teams to help ensure that Motorola Solutions' resources are aligned to uncover and provide customer specific solutions for all products, including services and solutions. Together they work to help ensure customer requirements are met through design concepts, testing, and validation of requirements.

### DELIVER: SECURE, EXECUTE & EXPAND

Sales teams help ensure customer orders are received and verified prior to executing deliverables. Lean Six Sigma principles and methodologies are used for manufacturing and distribution through our Supply Chain and Operations teams.

Project management teams within Sales and Services Operations control the installation and commissioning of products and services, including integration with third party suppliers. When required, our teams provide educational and training opportunities to help ensure customer understanding of our products, services, and solutions.

Reliable support is provided through all business functions, you have the resources to manage and monitor your system, maintain and repair when needed, and operate your network. Take-back programs are offered to responsibly recycle or dispose of end-of-life equipment.

## SUPPORTING PROCESSES

Methodologies and tools are used internally to drive the implementation of the Quality Management System and identify opportunities for continual improvement. These include both formal process like those listed below, as well as improvements made from lessons learned.

### PERFORMANCE MANAGEMENT

This process is designed to align employees' goals with Motorola Solutions' strategic objectives, as well as measure employees' overall performance. The process evaluates the values and leadership behaviors that each employee is held accountable to. Employees are encouraged and rewarded to move fast, improve decision making, think differently, think big, lead change, take responsible risks, and collaborate.

### PRODUCT COMPLIANCE AND PRODUCT LIFE CYCLE MANAGEMENT

These processes are designed to help ensure that products comply with required specifications and standards, and that we have the necessary measures in place for continual improvement to support the complete life cycle of products.

### QUALITY LEARNING

Encourages employees to develop critical quality skills and improve overall quality performance by completing training and testing through various internal and external learning opportunities.

"WE ARE HONORED TO BE RECOGNIZED BY RED DOT WITH ITS PRODUCT DESIGN 2013 AWARD—ONE OF THE PREMIER RECOGNITIONS FOR QUALITY IN DESIGN—FOR FIVE OF OUR PRODUCTS. THESE INNOVATIVE PRODUCTS, SUCH AS THE MC40 MOBILE COMPUTER AND SL SERIES RADIO, ARE BUILT TO IMPROVE OUR CUSTOMERS' PRODUCTIVITY AND PERFORMANCE THROUGH ADVANCED DESIGN THINKING."

Paul Steinberg  
Senior Vice President and Chief Technology Officer  
Motorola Solutions

\*Not available in all countries.

# QUALITY MANAGEMENT SYSTEM

## DESIGNED FOR CONTINUAL IMPROVEMENT

Motorola Solutions management drives implementation and continually improves its business processes, products, and the effectiveness of our Quality Management System through the use of the following:

- Motorola Solutions' Quality Policy
- Customer feedback
- Goals and objectives
- Management and operational reviews
- Internal and external audits
- Performance measurements and evaluations

Additionally, there are programs focused on continual improvement designed to share knowledge, coordinate activities, and achieve effective sustainable results for our customers. The following programs are also in place to help foster an atmosphere of continual improvement and dedication to quality:

### LEAN SIX SIGMA

Applies key methodologies and processes across the organization in order to reduce or eliminate variation and waste.

### QUALITY AUDITS

Audits are conducted regularly by trained internal and external auditors. Audit results are documented, and corrective actions are taken and verified using the closed loop process. For the most up to date certifications, view online at [www.motorolasolutions.com/quality](http://www.motorolasolutions.com/quality).

### QUALITY RECOGNITION

Nominations are made by employees to reward individuals or teams that make significant contributions to the organization by improving quality and ultimately improving customer satisfaction. Employees are encouraged to submit ideas and improvement efforts via employee surveys, forums, and other engagement efforts.

### PROCESS CONTROL

To support our Quality Management System, Motorola Solutions implements a multipart document control structure.



As we focus on continual improvements, processes are established, implemented, amended, and withdrawn as required by the changing needs of the organization. Factors that influence change include:

- Strategy and objective modifications
- Legal requirements and risks: contractual, statutory, stakeholder
- Technology needs

In addition to Solution Sales, Business Operations, and Product Operations, there are specialized services to support the business functions in accordance with process requirements. These business groups are governed by Motorola Solutions policies, have dedicated personnel to support each business function, and support the Quality Management System process. Business functions that fall into this category include:

- |                          |             |
|--------------------------|-------------|
| ■ Human Resources        | ■ Legal     |
| ■ Information Technology | ■ Marketing |

Additionally, we rely on third party suppliers to fulfill some of our business requirements. In these situations, Motorola Solutions manages the products or services supplied to ensure we are delivering on our customers' expectations.

## STANDING UP FOR THE ENVIRONMENT

Motorola Solutions is taking action to solve the problem of climate change. We strive to be a good environmental steward, helping to improve our environmental footprint as well as our customers'.

Some of the ways we are working to help create a greener, healthier environment include:

- Using environmentally preferred materials in our products and reducing packaging.
- Setting a goal of increasing our recycling rate to 90 percent by 2015.
- Making our products more energy efficient in operation and stand-by mode.
- Purchased 28% of our energy from renewable energy credits in 2014.
- Identifying ways to reduce energy use, such as switching to daytime cleaning at our major offices.
- Receiving certification at key Motorola Solutions sites throughout the world to be certified to ISO 14001 Environmental Health and Safety Standard.

We are involved in voluntary climate change programs, such as the Carbon Disclosure Project, that promote awareness and encourage us to be transparent about our actions and improve our own performance.

We also have a strong commitment to improving social and environmental conditions in our supply chain, and expect fair and responsible behavior from our suppliers. You can be confident that Motorola Solutions will be your trusted partner in being part of the greater solution. The moment is now, and we are seizing it.



**MOTOROLA SOLUTIONS**

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