

QUALITY & SECURITY

Flash Global's commitment to driving value for customers through exceptional service and tight compliance with industry standards, rules, and regulations is unmatched.

No Shortcuts to Success

We protect our customers' brands and drive optimum efficiency and value through our strategies for service parts logistics, international trade operations, and global compliance.

- The entire Flash organization is ISO 27001 compliant
- All Flash-owned sites are ISO 9001-2015 certified
- Our Columbus (Ohio) Distribution Center is an FDA-registered facility for medical device manufacturing and support of a client.



ISO 27001 Compliant

ISO 27001 is a global management system standard for establishing, implementing, and continually improving an information security management system (ISMS). Flash Global's ISMS is a systematic approach to managing data in a secure way and includes people, processes, and technology. Being compliant with **this standard provides assurances to Flash customers that their data, and their clients' data, is protected.**



ISO 9001:2015 Certified

ISO 9001:2015 is the international standard that specifies the requirements for a quality management system (QMS). This certification demonstrates that **Flash consistently provides products and services that meet customer and regulatory requirements.** Adhering to the protocols of our QMS drives continual improvement of processes and results in operational efficiencies that improve customer satisfaction.

Compliance with Laws and Regulations

Flash Global takes its responsibility to comply with laws and regulations very seriously. **Each employee is expected to comply with applicable legal requirements and prohibitions.** Violations of such regulations may subject one to individual criminal or civil liability, as well as to disciplinary action by Flash.



International Trade & Import/Export Awareness

Flash must comply with various laws around the world regarding the export of products, software, and technology.

- Export control laws prohibit the release or transfer of product, software or technology to certain individuals, entities, or embargoed countries.
- It is essential to obtain appropriate export licenses before the shipment or transfer.
- Employees, contractors, and partners must comply with Flash's policies.



Foreign Corrupt Practices Act (FCPA)

Flash is committed to compliance with all aspects of the corporate anti-bribery statute, the Foreign Corrupt Practices Act (FCPA).

- Bans companies from bribing foreign government officials to win business.
- Requires record keeping that adequately reflects all financial transactions.
- Failure to comply could lead to fines for companies and individuals, loss of trading privileges, and criminal or civil lawsuits.

All Flash employees and global partners who are involved with Customs activities or IOR/EOR services must complete annual FCPA training and testing.

CSAT (Customer Satisfaction) Survey

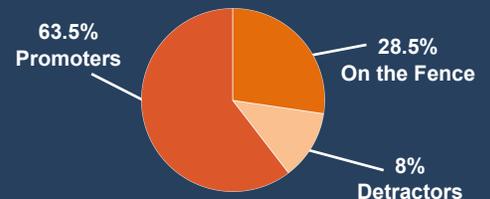
Our ongoing commitment to maintaining **the highest standards of quality** throughout Flash Global is a big reason why we achieved our highest rankings ever in the most recent Customer Satisfaction Surveys. In May 2023, Flash Global achieved an 86% response rate of the 159 surveys distributed and returned, with 100% participation from our Top 40 accounts.



55.47
Net Promoter Score



4.40 average score
per question



137
responses



Flash is a very high-performance vendor, and with the right account management the sky is the limit. — Multinational Technology Company

