



## QUALITY STRATEGY AND ORGANIZATION REDESIGN

March 1, 2019

Over the last several months, our Quality Team has worked tirelessly to define a new, next-generation quality strategy, and we are excited to announce the following new initiatives:

- Pursuing a global accreditation of our quality standards (ISO 9001 and ISO 17025) that will elevate our position from an industry leader to a global leader in quality manufacturing
- Maximizing our wealth of botanical testing and methods expertise
- Emphasizing a “total quality systems” approach to improve quality through every stage of the production process
- Expanding our global auditing capabilities to better collaborate with strategic, trusted suppliers
- Continuing our relentless pursuit of the highest quality in the industry

This strategy drives increased quality into all of our organization’s processes to deliver even greater results for our customers who rely on us to provide pure and effective solutions to support their health and wellbeing.

To drive this strategy, we are pleased to announce that Trent McCausland, Executive Director of Engineering, Process Development and Continuous Improvement, will now be responsible for leading the Quality organization going forward. Trent brings extensive industry experience, a BSc in Chemical Engineering, an MBA and over 18 years with Nature’s Sunshine. We also want to thank Lynda Hammons for her contributions to our organization over the past 25 years. Working closely with Trent, she has been instrumental in developing this strategy and defining our path forward. Lynda leaves a legacy of quality and excellence, and we wish her the best in her future endeavors.

Xiaolan Kou, PhD, Director of Quality Control and Brian Gabbitas, Director of Quality Assurance will now report to Trent. Together these three possess over 75 years of Nature’s Sunshine experience, and lead an unrivaled team of professionals. I’m confident this team will continue to build on our reputation for the highest quality and most effective health and wellness solutions, helping us take the company to even greater heights.

Sue Armstrong

EVP and Chief Operations Officer

**SHARING WELLNESS. TRANSFORMING LIVES.**