



# Ditech Corporate Quality Products. Process. Results.

## Quality Awards

- ISO 9001:2000 Certification
- ISO 14001:2004 Certification
- MBNQA Participation:  
California Awards for Performance  
Excellence (CAPE)  
2004 Prospector Award
- Best-in-class product reliability

## Quality Programs

- Supplier Scorecard
- Customer Scorecard
- Stop Light Metrics ISO9001:2000  
A9155DITECHNETWORKSISO14001:2004A12582



Ditech Networks' corporate quality programs underscore our dedication to quality management, customer satisfaction, and environmental responsibility. With eleven years of ISO 9001 certification, and four years of ISO 4001 certification, Ditech is prepared to continuously support its customers and meets its growth opportunities.

## Ditech Quality and Environmental Policy

Driving  
Innovation and quality using  
Thought I processes and  
Employee collaboration focused on  
Customer satisfaction while  
Honoring the Environment

## Our Commitment to Excellence

### Customer Excellence

Ditech Networks recognizes that consistently delivering defect-free products on time is only one characteristic of a world-class supplier. Quality relationships with our customers are equally important. Ditech continually strives to improve its responsiveness to customers, to anticipate customer requirements, and to provide customers with top-tier service.

### Employer Excellence

Participation in the development and improvement of Ditech Networks' business is expected at all levels of the organization. Ditech's management strives to implement and improve processes by providing employees with information, training, and opportunities to improve processes.

### Supplier Excellence

Ditech Networks expects its suppliers to provide defect-free products and services that conform to our requirements. Ditech is responsible for ensuring requirements are defined clearly and delivered in an effective and timely manner. Ditech partners with suppliers committed to continual improvement in their own quality system, and to a relationship with Ditech.

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