



# Quality that **you can count on**

You gave us feedback on how we could make our products better, and we responded by developing an intelligent sleep therapy device that stands up to our commitment to improve quality in both our design and manufacturing processes.

The DreamStation sleep therapy platform offers innovative technologies and features you can trust. It is proudly designed and engineered in the USA, with quality procedures built into every step.

Our number one goal in serving the VA is to take care of the good people who have taken good care of us.

## **We are committed to quality,** and here's some proof

### **Improved quality in the manufacturing of our products**

- Philips was rated by U.S. physicians as the most trusted manufacturer.\*
- DreamStation development utilized our largest home use test ever, with 500 patients using the devices for six months prior to launch.

### **Improved quality in our customer service before, during and after a sale**

- Created a post-market quality monitoring process that begins when a customer calls us with a product issue. All returns are evaluated and tracked and a root cause analysis is performed. Trends are monitored and issues are resolved immediately.
- **Performance Check** feature allows the patient to troubleshoot the device before they return it to you, saving you time and delivery costs.
- Philips Respiration is proud to offer a **five-year warranty** on all of our DreamStation sleep therapy products when purchased through First Nation Group, FSS, ECAT, MSPV and other authorized procurement channels.



**DreamStation is a recipient of the iF Design Award for 2016 in the product design discipline.**

\*Study was conducted as an on-line survey of physicians using, ResearchNow/ssl panel. Data was collected between 5/23/2018 and 6/28/2018.

# Supporting veterans. Supporting our country.

The satisfaction of veterans is top priority at Philips Respironics and, since the introduction of our DreamStation devices, we have demonstrated our commitment to listening to our customers and creating best practices and quality improvements around their needs.

We have constantly reinvested in our design and manufacturing processes to bring you the absolute best in sleep therapy devices. You have our commitment to never stop listening, never stop responding and never stop improving.

**Quality is important to us. Commitment is important to us. Our veterans are important to us.**

Philips Respironics is proud to have veterans and their families as part of our commitment to quality.

At Philips Respironics we are honored to employ military veterans and grateful for their contributions to our company.



Philips Respironics is proud to have its world-wide headquarters in the USA

## Going further for you

The Philips Respironics RIST facility, located 20 miles east of Pittsburgh, PA, is home to our sleep and home respiratory division. This 172,000-square-foot greenfield facility was awarded LEED Gold certification in 2009 and was chosen by Assembly Magazine as the Assembly Plant of the Year.\* Our USA-based team takes pride in their work because they know there's always a way to make life better for all of our customers – including veterans like you.



**Proudly designed and  
engineered in the USA**

\*As awarded by Assembly Magazine – September 26, 2011.

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[philips.com/respironics](http://philips.com/respironics)



Caution: U.S. federal law restricts these devices to sale by or on the order of a physician.

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