



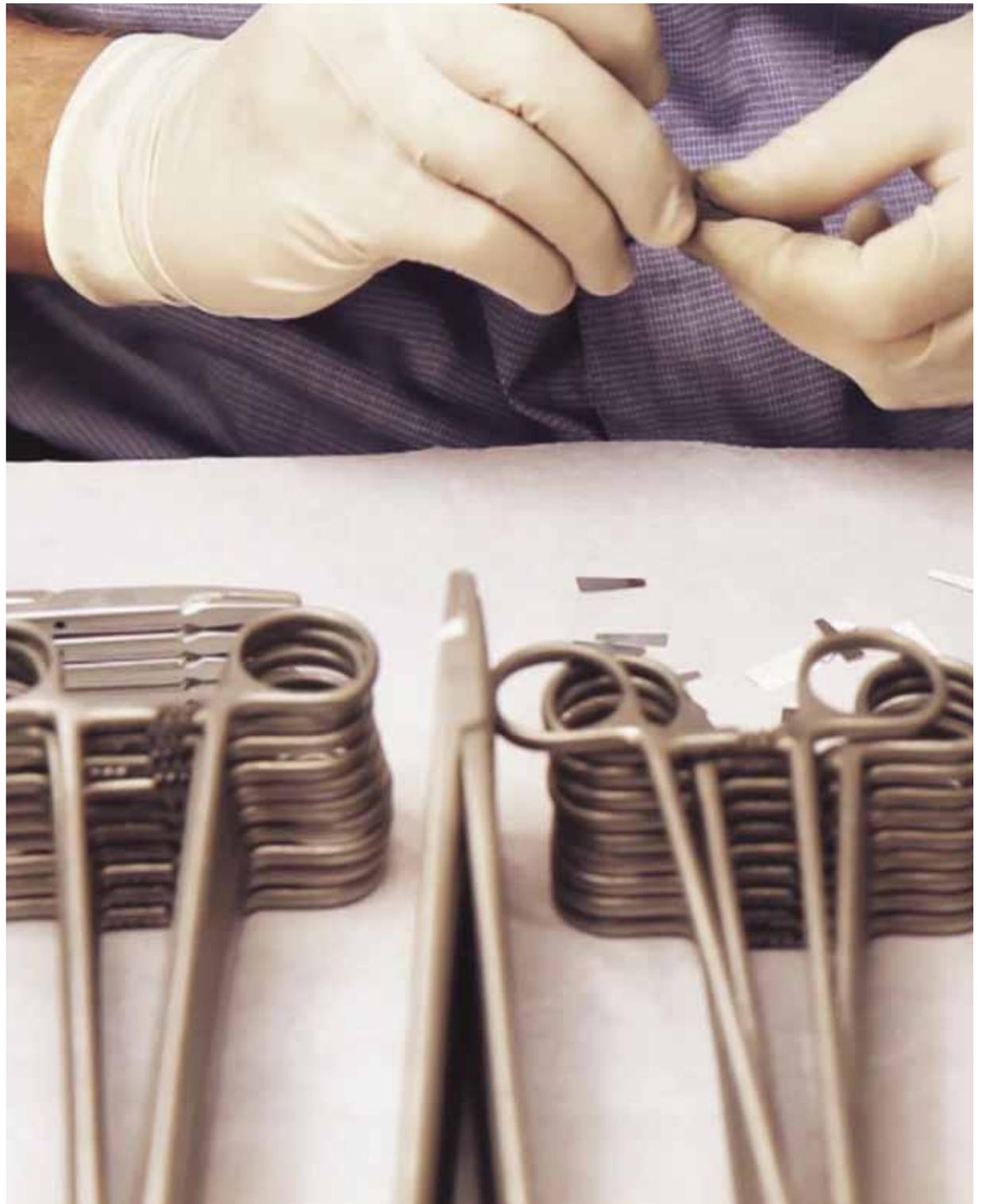
# Defining quality

V. Mueller® and  
Snowden-Pencer®  
instrumentation

## Quality from start to finish

CareFusion doesn't just sell V. Mueller® surgical instruments. We deliver solutions that enable surgeons to perform procedures in the safest and most effective manner possible—with the ultimate goal of improving your patients' lives.

Our approach to quality starts with the design process and continues throughout the life of the instrument. That's why we provide the people, support and tools you need to protect your instrument investment long-term. From start to finish, V. Mueller and Snowden-Pencer® instruments define quality.





*“For me the most important thing is precision. When I go to pass the needle through the tissue, I need for the needle not to move and when the instruments are precise, when I am smoothly sewing with a needle driver that just hums with me, that’s joyful.”*

Kate O’Hanlan, MD, Surgeon



*“The V. Mueller name has been around for a long time, and those of us that have been around for a long time ourselves have always trusted V. Mueller instruments.”*

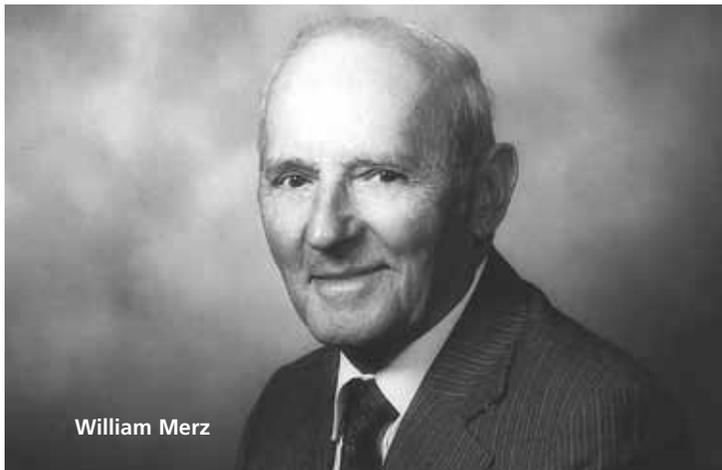
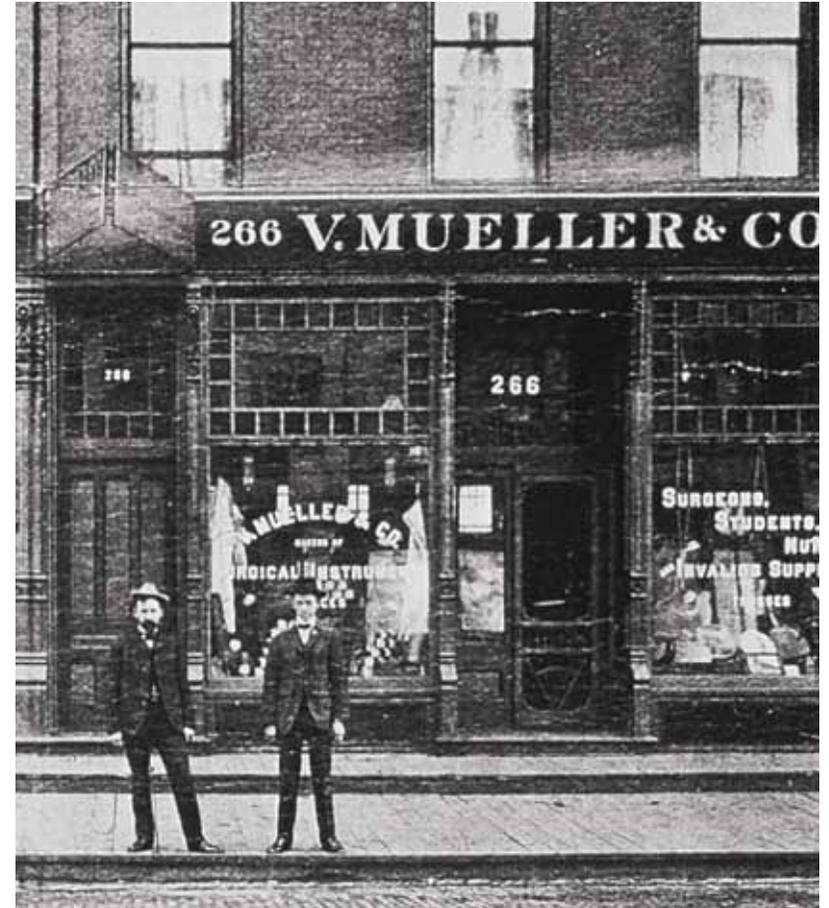
Glenda Lane, Operating Room Nurse  
Gwinnett Medical Center

## Reputation

Our standards of quality originated with our founder, Vincenz Mueller. In 1893, he brought the knowledge of German instrument craftsmanship to the United States and established a tradition that has carried through to today. His successor, William Merz, established the V. Mueller name as one synonymous with innovation and collaboration.

In 1951, Leonard Snowden and George Pencer introduced the revolutionary tungsten carbide insert to the jaws of surgical instruments. CareFusion is proud to offer the Snowden-Pencer family of products to our customers today.

These men dedicated their lives to improving surgical instruments and the care of patients. Superior quality and first-rate technology are what our customers have always expected from V. Mueller surgical instruments. CareFusion continues to deliver on that promise of quality.



William Merz

William Merz started the V. Mueller tradition of working closely with well-recognized surgeons to develop surgical instruments used all over the world.

Adson, Atkinson, Bailey, Balfour, Barraquer, Baumgartner, Beckman, Castaneda, Cooley, Cottle, Crile, Cushing, Davis, DeBakey, Derf, Finochietto, Glassman, Hibbs, Jackson, Jacobsen, Jannetta, Kelly, Lalonde, Mars, Mayo, McCulloch, McPherson, Merz, Metzenbaum, Mueller, Paparella, Pierse, Potts, Ramirez, Rhoton, Rochester, Spetzler, Tebbetts, Webster

## Craftsmanship

CareFusion prides itself on the craftsmanship of our V. Mueller and Snowden-Pencer surgical instruments. While technology has progressed over the years, all of our instruments still have a handcrafted component.

We know that small details are what make the difference in the eyes, minds and hands of surgeons. That's why our culture reflects that creating surgical instruments is an art form and attention to detail is critical. It is this mindset and pride that makes our surgical instruments the highest quality.

All aspects of the manufacturing process encompass the dedication of specialized individuals contributing to the quality of our products:

- Instrument craftsmen are trained through apprenticeships
- All instruments are quality inspected throughout the manufacturing process
- Instruments are placed under several stages of heat treatment, followed by a quick cooling to achieve the proper hardness and strength
- A passivation process deep cleans instruments and prevents corrosion

Additionally, we pride ourselves on maintaining a manufacturing presence in the United States for more than 115 years. With state-of-the-art manufacturing facilities in St. Louis, MO; Tucker, GA; Cleveland, OH; and Tuttlingen, Germany, our quality instruments are manufactured under consistent standards by highly skilled individuals.



***“We give the best to our customers by doing a microstructure evaluation of the raw materials. This helps ensure that what our customers are getting in their hands is a good product.”***

Joe Torok, Principal Scientist/Metallurgist  
CareFusion

The V. Mueller and Snowden-Pencer brands have a history of recognized innovations, including:

- The tungsten carbide insert process, which enabled a superior grasping technique
- The *IMPRESS*® surgical instrument tracking system, which was one of the first systems of its kind
- Snowden-Pencer laparoscopic hand instruments that incorporate the finest instrument jaw patterns with ergonomically contoured handles to better fit a surgeon's hand

CareFusion continues to embody that philosophy of innovation today. We ensure a deep understanding of our customers' needs by working closely with our Surgical and Clinical Advisory Boards and *IMPRESS* system user groups.

Our Research and Development team of more than 40 Engineers uses modern computer-aided design, analysis tools and specialized test laboratories to ensure they produce quality, innovative designs. These validated designs are then handed over to our Manufacturing team. These experienced craftsmen incorporate handcrafting with advanced machinery such as CNC mills and lathes to consistently deliver some of the highest-quality instruments on the market.

Combined with our strong focus on innovation, every new product we release is built with the same standards of quality that our customers have come to expect for the last 115+ years.



## Collaborating for more ergonomic instruments

Snowden-Pencer ergonomic minimally invasive instruments were developed in collaboration with surgeons to be more comfortable. The new design more evenly distributes pressure, which helps reduce the potential for intraoperative hand fatigue and temporary digital nerve compression.

A study of our new ring handle showed:

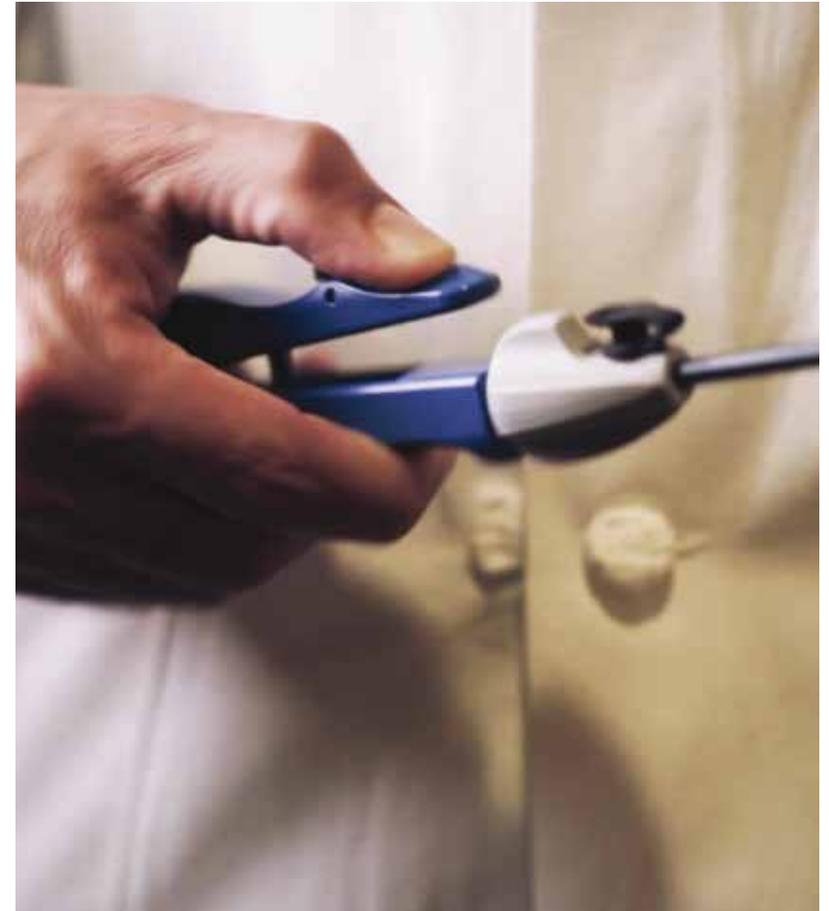
- 27% average reduction in peak pressure
- 11% average increase in hand-surface contact area
- May reduce the potential for intraoperative hand fatigue and temporary digital nerve compression

## Commitment

At CareFusion, our commitment to quality stems from our pride in what we do. We are dedicated to understanding customer needs and exceeding expectations.

Our sales force has more than 125 representatives dedicated to the V. Mueller line, some with more than 30 years of experience. They provide the knowledge you need when making a decision about your surgical instruments. We also have a Customer Service team dedicated to the V. Mueller and Snowden-Pencer product lines to ensure accurate order processing and technical support. If you have a question about your instruments, we're here to help.

Once our products are in your hands, the quality of our services does not stop. We offer many opportunities for continuing education. And all of our surgical instruments are backed by a lifetime warranty against defects in materials and workmanship. From beginning to end, V. Mueller and Snowden-Pencer instruments embody quality.



### Standing behind our quality guarantee at Mayo Clinic

We've worked hard for more than a century to build and maintain a reputation for quality—and we are proud to stand behind our work with a lifetime warranty.

In 2001, the Mayo Clinic reported a broken instrument to their V. Mueller Representative. As the Representative inspected the instrument, he found an interesting mark: a date stamp from Oct. 12, 1955. The instrument was nearly half a century old. But, it also bore the V. Mueller name and was covered by a lifetime warranty against defects in materials and workmanship. It was replaced at no charge—another example of the V. Mueller reputation of quality and commitment.

For more information, please call Customer Service at 800.323.9088  
or visit [carefusion.com/vmueller](http://carefusion.com/vmueller).

[carefusion.com](http://carefusion.com)

