

QUALITY POLICY

The Eurofins Cosmetics & Personal Care Spain vocation is to perform clinical studies in compliance with regulations in force. Our ambition is to develop new valuation techniques and innovative methods to answer our customer's requirements as closely as possible.

Since 2008, we have implemented a quality management system according to ISO 9001 standard which includes Good Clinical Practices for the conduct of the clinical trials.

We wish that our quality system is a real management tool which allows the implementation of actions in front of risks and opportunities, in order to increase the desirable effects and foster the involvement and the contribution of each person to the continuous improvement of our performances.

So, the quality policy connected to our corporate development plan establishes on a culture shared and managed towards:

- Our customers who are our priority n°1. Our objectives are the increase of their satisfaction, an active listening and a constant quality improvement of the service which we deliver them.

So, we wish to develop a trust relationship, integrity and reliability at every level of our organization.

- Our subcontractors and suppliers must be recognized as real partners with whom we wish to establish a lasting collaboration.
- Our collaborators, cornerstone of this culture, actors of a dynamic and gathered by the cohesion of the Group, who have the will to develop effective synergies, factors of improvement of the quality system.
- Our volunteers, for whom transparency and respect for their integrity are key elements in our collaboration.

Therefore, we are committed to:

- Extend this quality culture to all of our services,
- Ensure ongoing research to improve customer satisfaction and the objective effectiveness of all our processes,
- Preserve the confidentiality of information and data entrusted to us as part of our services,
- Capitalize our experiences and our skills to achieve this improvement (continuous improvement required, identifying training needs ensuring staff competencies) in our business and to suggest innovation constantly.

It involves to all collaborators and the General Management, a clarity in the communication and a professional attitude in order to embrace changes and so, to ensure the sustainability of Eurofins Cosmetics & Personal Care Spain.

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Susana PALACIO
Managing Director