

EXPLORA BIOTECH's hallmark is the continuous improvement of its quality standards in order to meet the highest customer's expectations. To this regard, the Management decided to establish, maintain, implement a Quality Management System compliant with UNI EN ISO 9001:2015 standard.

The ultimate objective of Quality System Management is to provide customers with products and services compliant to customer's requirements, continuously monitoring its quality standards and any cause of non-conformity (including complaints).

EXPLORA BIOTECH enacts a proactive strategy to minimizing and whenever possible anticipate non-conformity through the implementation of a rigorous monitoring process and continuous training of its staff.

To ensure the implementation and maintenance of the Quality Management System, the Management proactively convey the basic tenets and the inspiring principles of the company Quality Policy to the whole personnel.

Objectives of the Quality Management System in compliance with UNI EN ISO 9001:2015 standards are:

- provide products and services that meet all the requirements, needs and preferences of its customers and which comply with the statutory and regulatory requirements whenever applicable;
- promote the efficient use of resources; competence and efficiency;
- monitor its quality standards and any cause of non-conformity;
- enact a proactive strategy to minimizing and whenever possible anticipate non-conformity
- take into consideration the requests and expectations of interested parties who interface with the company, to develop with them relationships of collaboration and involvement
- take into account all changes related to internal and external factors that affect both directly and indirectly the company's activities
- work professionally and ethically with all interested parties, but especially with the employees, customers and suppliers
- minimize the risks of the Quality Management System in order to get the opportunities for improvement.

The Management define, during the periodic Management Review, the short-term objectives, measurable and consistent with the Quality Policy.

REVISION LIST

<i>Rev</i>	<i>Date</i>	<i>Description</i>	<i>Approver</i>
0	14/10/2014	First Issue	Davide De Lucrezia
1	29/01/2018	Adjustment to UNI EN ISO 9001:2015	Davide De Lucrezia
2	12/03/2021	Additions of QMS's objectives	Davide De Lucrezia