

LISAPHARMA QUALITY POLICY

Lisapharma has always considered essential being able to guarantee a high level of efficiency and reliability together with an adequate degree of quality for the products manufactured and for the services offered to the customers. That's why it has invested many resources on the Quality Management System, considering it one of the main factors of professionalism, seriousness and competitiveness on the national and international markets.

For this reason, Lisapharma has improved a Quality Management System according to ISO 9001 and ISO 13485 standards. To achieve and maintain customer satisfaction and loyalty, Lisapharma constantly strives:

- to develop and maintain a practical and effective Quality Management System, in order to reach and improve the safety, the environmental and the efficacy of the manufacturing process by assuring the compliance with international reference regulatory requirements;
- to maintain and improve Quality issues by a Standard Operating Procedure system;
- to ensure the availability of adequate human, technological and economic resources necessary to translate this commitment into a concrete strategic, transversal and priority respect objective to the general purposes of the company;
- to develop centralized IT systems that make the quality system easily accessible and to be managed and also able to cover back up and disaster recovery issues;
- to involve and incentivize all employees in the continuous improvement process, guaranteeing adequate resources and training so to be able to carry out their technical activities;
- to enhance and motivate human resources.;
- to focus all activities on the Customer's requests for the achievement of an increasingly high degree of satisfaction and high-quality standards;
- to adopt as a working tool a "risk analysis" procedure to guarantee that the risk related to the various production and commercial activities is always evaluated, contextualized and kept below acceptable levels;
- to measure periodically the performance of the main management processes through quality indicators and keep under control the effectiveness of the Quality Management System and to find ideas for continuous improvement;
- to define periodically new objectives, also based on the context and expectations of all stakeholders;
- to implement close collaboration with its subcontractors to ensure safe, effective, quality products;
- to ensure adequate and timely communication to the customer to provide correct product information.

The general management undertakes to periodically review Quality Policy to ensure its continuous updating.

18th February, 2022

Dr. Geng Hao Yang
Chief Executive Officer

