

	Processo di Pianificazione Strategica Standard Operative Procedures Management		SOP DG002_04
	Entrata in vigore: 03/10/2022 Effective date: 03/10/2022	Scadenza: 03/10/2025 Expiry date: 03/10/2025	
Allegato 1: Politica Aziendale della Qualità Annex 1: Company Quality Policy			

COMPANY QUALITY POLICY

In the area of Quality, Farmigea's strategy as a Manufacturer of medical devices and owner of pharmaceutical products, as well as a third-party producer, has the following objectives:

CUSTOMERS AND MARKET

- Transforming customers' needs into solutions and accompanying them in anticipating market needs
- Predict market orientation.
- Ensuring **maximum satisfaction** of current and potential customers by identifying their needs, expectations and needs, in order to design the best solution, meeting the requirements of individual national regulation
- Seize market **opportunities** in order to **increase the share of the market** in which we operate and expand our presence in the **international market**.
- Providing customers with a **full range of products and services** that meet their expectations, **ensuring that all risks and opportunities** are identified and addressed.
- Offering **skills** ranging from research and development to manufacturing, registration and marketing, either through its own price list or by operating as a manufacturer.
- Regularly analyzing the **context** in which we operate.

TECHNOLOGY, PRODUCTION AND INNOVATION

- **Development** and strengthening of Research&Development activities
- Use of **indicators** for the company management and for the identification of improvement areas.
- **Respect of current regulations** for both drugs and medical devices (cGMP, Directive 93/42/ECC and subsequent amendments, Medical Device Regulation MDR 745/17) and for the commercialization of food supplements and cosmetics for ophthalmic use.
- Maintenance and continuous improvement of the **quality of manufactured products**, in particular for the manufacturing of sterile products, implementing the "made in Italy" that has always characterized the company.

HUMAN RESOURCES

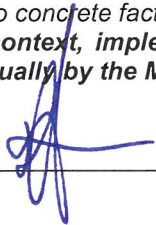
- Continuing to invest in **staff training** not only to ensure their qualification for the activities they carry out but also to **improve their professionalism**.
- Develop a **culture of process governance** and continuous improvement.
- Contribute to creating a working environment that **stimulates** individual initiative by highlighting **skills and decision-making abilities**.
- Focus on **resources** with a simple, concrete and dynamic approach
- Promote the **sharing and exchange of information** within the company, encouraging **respect for roles and professionalism**, a guarantee for the achievement of corporate objectives.

CONTINUOUS IMPROVEMENT

- Constantly and continuously **activate, lead and support the Change**
- Make all the **improvements** permanent, promoting them in the whole Company
- Encourage the personnel interest and active **participation**.
- Embracing new challenges with enthusiasm, proposing concrete ideas and solutions to improve what already exists or to create something new.
- **Improve our performances, maintaining quality, and improving efficiency** in order to be more competitive in the usual and new Markets.

For this policy to be translated into concrete facts, **it needs to be disseminated and understood, periodically revised according to changes in the context, implemented and supported at all levels of the company, through the specific objectives defined annually by the Management.**

Date and signature: 10/10/22



Mario Federighi
Chief Executive Officer Farmigea S.p.A.