

medical science consulting



# Quality Policy MS-C

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**Position:** CEO

# 1. Quality Policy MS-C

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## **Vision (What We Want to Be)**

We are a Scientific consultancy that aspires to be a national and international benchmark, recognized for our quality, efficiency, and problem-solving talent.

## **Mission (How We Will Achieve It)**

The mission of MS-C is to establish partnership relationships with our clients based on trust, teamwork (with and for the client), and process optimization.

## **Values of MS-C**

- ✓ Confidentiality
- ✓ Quality
- ✓ Efficiency-Excellence
- ✓ Rigor
- ✓ Flexibility
- ✓ Innovation
- ✓ Customer Focus
- ✓ Creativity
- ✓ Integrity and Transparency

## **Commitments**

Based on the above, MS-C assumes the following commitments:

- Implement and maintain a Quality Management System according to ISO 9001:2015 standards.
- Comply with applicable current legislation, as well as other requirements that the company deems necessary.
- Provide all necessary resources to ensure the provision of services, including scientific content generation, biostatistical analysis and report generation, training, expert meeting facilitation, and Regulatory services (preparation and processing of documentation for study initiation).
- Raise awareness and train our staff to actively participate in quality management and customer service.
- Maintain a constant relationship with our stakeholders, including suppliers, to effectively manage their requirements.
- Periodically evaluate the Risks and Opportunities of our organization.
- Work decisively towards the Continuous Improvement of our services.
- Ensure a suitable work environment that guarantees the well-being of the team and talent retention.