



## QUALITY POLICY

The mission of Farmalogist d.o.o. is to ensure a continuous supply of medicines, medical devices and other pharmaceutical products that meet the requirements of customers in accordance with the guidelines of good practice in distribution, to ensure the highest quality of service based on the competence and professional approach of all employees, which gives added value both to the individual and to the entire community, as well as to improve health in all parts of Serbia.

In the desire to constantly develop and improve the quality of our services, to understand and fulfill the needs and expectations of our customers and all interested parties, as well as to become a trusted partner, we decided to establish an effective and efficient quality management system in accordance with the ISO 9001:2015 standard.

Farmalogist d.o.o. has the following goals:

- ensure the quality of services to its users in domestic and foreign markets, by providing and availability of a wide range of products at competitive prices, through fast and regular deliveries, accuracy and reliability, relying on the competence and professionalism of employees, creating additional value for users, employees and society;
- ensure and permanently maintain its place among the leading organizations in Serbia;
- constantly increases participation in the market where it provides its services through the construction of a wide distribution network and the establishment of cooperation with already existing business partners and connection with all interested parties.

We will achieve the goal by continuously improving the system in accordance with legal regulations, management requirements, implementing and constantly improving the quality management system in accordance with the requirements of the ISO 9001:2015 standard, which includes:

- determination and management of processes that contribute to user satisfaction and implementation of measures to increase the satisfaction of users and all interested parties;
- affirming leadership as one of the principles of leadership;
- active participation of employees in the planning, implementation and evaluation of activities in the processes of realization of services through professional training and improvement, stimulation of creativity, initiative and responsibility in work;
- management of processes and resources for implementation, maintenance and continuous improvement of the quality management system;
- recognition of risks to the company's operations and implementation of proactive actions to reduce their impact on the company;
- constant modernization of equipment and improvement of working conditions, investment in employee training, raising awareness and increasing knowledge and competence;
- preservation of company knowledge and fostering interpersonal relations.

08.01.2025.

Director of Farmalogist d.o.o.

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