

Quality Policy

Pharmazac aims to provide high quality, safe and effective products, while striving to constantly meet patient needs, regulatory expectations, legally binding GxP requirements, GDP and ISO 9001 guidelines, as well as globally harmonized standards.

Basic principle and commitment of Pharmazac S.A. as well as the philosophy of each of its executive / senior management member is to provide its customers with products and services that fully cover their contractual requirements, to comply with the relevant legislation and regulatory requirements and to achieve quality goals set by the company for each service it undertakes.

Pharmazac in order to effectively meet the aforementioned established goals, is committed to:

- Implement the principles of the Quality Policy.
- Comply with the applicable Greek and EU legislation.
- Establish and implement a Quality Management System (QMS) in accordance with the GxP directives concerning all activities that have an impact on product's safety, quality, and/ or compliance.
- Strive for continuous improvement and effectiveness of the Quality Management System.
- Inform, enable and motivate its personnel to commit to the same principles.
- Provide the necessary resources for the efficient operation of all company's departments.
- Provide appropriate training to company's employees in order to achieve the quality objectives.
- Manufacture, store, and distribute its products in a way that ensures quality and is in accordance with customer requirements.
- Monitor, measure, document and evaluate critical process parameters in order to ensure compliance.
- Establish, monitor, and communicate regularly key performance indicators that measure progress against quality objectives.
- Ensure the scientific support of its products and the provision of all relevant instructions regarding their use.
- Develop bonds and conditions of mutual trust and cooperation with its suppliers, external partners, and customers.
- Recognize and address climate change that may impact the Company's activities, resources and strategic objectives, by integrating relevant considerations into strategic planning and risk assessment.

The aforementioned commitments are met through documented and reviewed quality objectives, an embedded quality culture and the commitment to performance and integrity.