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## QUALITY POLICY



## MISSION

IGA Technology Services Srl is the company established in 2009 by the Institute of Applied Genomics to manage the consultancy/analysis on commission and by supporting research through partnership in research projects funded at regional, national and European level. IGA Technology Services Srl provides services in the following fields:

- sequencing and re-sequencing of DNA and RNA;
- construction of genetic and physical maps;
- sample genotyping ('fingerprinting');
- preparation and management of genomic and cDNA libraries;
- alignment on reference sequences and data-bases search;
- custom data analysis;
- storage, backup and remote access to data.

IGA Technology Services S.r.l. believes that its Quality Policy is a fundamental element able to translate itself in common prospective in professional growth and economic advantage within a progressively competitive market.

IGA Technology Services S.r.l. considers the excellence of the service, the maximum respect and satisfaction of the client its primary and constant objectives to be achieved, carrying out each activity based on a Quality Management System in compliance with the UNI EN ISO 9001: 2015 Standards.

The Quality Management System applies to all activities carried by IGA Technology Services S.r.l. related to:

### **design and services for sequencing and bioinformatic analysis.**


All the points of the UNI EN ISO 9001: 2015 Standard are applicable

IGA Technology Services S.r.l. is committed to combine its intent with the following principles:

**Focus on customers:** select motivated staff oriented to assist and sustain the customer with determination, understand the needs of current and future customers, meet their requests and meet the expectations of all stakeholders: IGA, personnel, public and private Customers, suppliers, business partners, banks, control bodies, ODV.

**Leadership:** IGA Technology Services S.r.l. makes available resources, in terms of personnel, equipment and facilities, necessary to achieve the objectives conveyed. The staff operates in compliance with the company's mission, where everyone is called to contribute positively to the organization of the activities and to the achievement of the objectives by operating in accordance with national and international laws and regulations.

**Active participation:** IGA Technology Services S.r.l. is committed to ensure that the personnel working on its behalf is competent, qualified, empowered and actively involved at all levels for their own and the Company's

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success: team work is promoted, stimulated and based on trustful and collaborative relationships, in agreement with company's guidelines. A dialog with the Management and the assessment on workloads and external feedback are continuously stimulated.

**Awareness:** IGA Technology Services S.r.l. is committed to ensure that its personnel is valued and aware of the importance of their work interrelated with the Customer and other stakeholders, in achieving the company's objectives and improving the quality standards.

IGA Technology Services S.r.l. aspires to promote a strong awareness of quality subject at all levels of the company's hierarchy, with a prospective of prevention and improvement.

Thus, the company will continue to invest in the training of personnel, which is fundamental for the achievement and maintenance of high standards in both individual and group endeavors.

**Relationship management:** to facilitate the cultural and social integration of people within the company we encourage our staff to exchange experiences by stimulating debate and dialogue, fostering professional growth and basing relationships on the principles of mutual transparency, fairness and collaboration.

**Process-driven approach:** we choose a business management aligned with the principles of the ISO 9001: 2015 standards, organizing the activities and resources organically as a single process with the aim of identifying, understanding and managing a system of interconnected processes to pursue defined quality goals in order to increase the efficiency of our organization, rendering the sharing of information and know-how more fluid and homogeneous.

**Continuous improvement:** we encourage our staff to improve quality standards, results and Customer satisfaction; we invest in resources to ensure continuous innovation of employed methods and increase efficiency of our services; we evaluate suppliers based on the quality level of their services; we enhance our skills by supporting transparent and collaborative relationship with Customers, Suppliers and Administrations; we manage NCs relevant to the customers certification bodies as internal NCs in order to constantly improve the performance and efficiency of the management system.


**Full respect and awareness of the laws:** IGA Technology Services S.r.l. pursues its objectives using methods and measures that do not question the full compliance with all contractual agreements and legal requirements. We ensure constant update of statutory prerequisites verifying their continuous transposition and implementation by all the team members.

**Evidence-based decision-making process:** the company's strategic decisions are based on the analysis and assessment of unbiased data corroborated on experience, in order to guarantee an effective evaluation of the company processes and the ability to achieve the expected results.

In order to assert the aforementioned principles and aims, the Management of IGA Technology ServicesS.r.l.

**commits:**

- to develop, disseminate and manage an appropriate Quality Management System (QMS) compliant with the considerations of ISO 9001: 2015 and defined by related Management Procedures and other System Documents;

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- to adopt an optimal management of potential risks based on their identification, prevention and reduction of the same;
- to guarantee compliance by all company departments with all mandatory requirements applicable to the product/service, laws, regulations and related contractual provisions;
- to establish measurable goals, consistent with the Policy, relevant to the conformity of the products/services and to the increase the satisfaction of the Client and other stakeholders;
- to analyze and periodically review established goals in order to evaluate the level of efficiency and effectiveness of the undertaken actions, thus planning the subsequent activities;
- to ensure continuous vigilance for the establishment, application, maintenance, review and improvement of the QMS;
- to continuously promote updating and dissemination of the company's QMS coherent with the evolution of the Company and of the reference standards;
- to authorize the personnel involved in evaluation of the quality of the service provided, to continuously and constantly implement, in the areas of their competence, Management Procedures and other QMS documents; to constantly verify the work progress, including external orders;
- to guarantee compliance of contractual requirements by all company departments, with particular attention to Quality issues, consistent with the QMS;
- to ensure the adequacy and effectiveness of the QMS regarding the Policy and the Objectives through a periodic reassessment of the entire IGA Technology Services S.r.l QMS;
- to guarantee the fulfilment of average delivery times for each application through the systematic control and monitoring of processes;

The management establishes commitment to awareness-raising and training for all personnel so that:

- the Policy is understood, implemented, disseminated and supported at all levels of the organization and is revised during the review of the Quality System;
- anyone operating in IGA Technology Services S.r.l. is aware of the importance of his/her activities and how they contribute to the achievement of goals, to the improvement of quality standards, results and the satisfaction of Clients and stakeholders.

Udine, 4<sup>th</sup> of February 2019

**Direction**

*Pedroce*