

# Quality Policy



**ADEODATA**  
*Life. Science. Service.*



## A long-standing commitment

At Adeodata, we believe that quality is not just a goal to achieve, but a value to live by every day. It is the principle that guides all our activities and every relationship with our clients. Our commitment stems from the desire to be a reliable partner for companies in the Life Science sector, supporting them on their path to compliance with regulatory requirements.

## Our quality services

We offer highly specialized services: GxP consulting, validation of application software, instrument calibration, equipment validation, and GxP training. To ensure high quality standards, we have implemented a Management System compliant with the UNI EN ISO 9001:2015 standard, which involves the entire organization. Everyone at Adeodata is expected to follow the procedures outlined in this system.

## At the core: the client and human connection

Customer satisfaction is the heart of our quality policy. We go beyond fulfilling contractual obligations—we are committed to building trust-based relationships, driven by the quality of our services and the care we put into our interactions. For us, a satisfied client is the result of the work of well-trained, motivated people empowered to express their skills to the fullest.

## People first

We believe the well-being of those who deliver our services is essential to creating value. We invest in continuous training, in sharing company know-how, and in providing clear role definitions within our teams. We always operate with respect for everyone's health, fostering a safe and collaborative work environment.

## Efficient management and internal synergies

Economic sustainability is key to Adeodata's growth. That's why we work with a focus on efficiency, optimizing business processes and strengthening collaboration among our three main areas: Computer System Validation, Calibration and Validation, and Quality Systems. Each area maintains its own identity, but operates in synergy with the others.

## Digital tools to support growth

We are enhancing our use of digital tools to manage projects more effectively—from planning to time tracking and administrative management. We use CRM systems to better understand our clients, and digital platforms such as our website and LinkedIn to share our value and make ourselves known.



## Continuous improvement as a way of working

At Adeodata, quality is a constantly evolving process. We aim for continuous improvement by updating our training content and organizational processes in line with regulatory and technological developments. We constantly monitor our activities through specific indicators, allowing us to identify areas for improvement and take targeted action.

### In conclusion

Our Quality Policy is much more than a document—it is a statement of intent and a daily commitment. We continue to grow, improve, and innovate by placing people, clients, and the value of quality at the center. Because we believe that doing our job well today means building a stronger, more reliable, and more sustainable tomorrow—together.