

Quality Policy adopted by top management of the **Diacell d.o.o.**, which reflects mission, vision and strategy of the company, is set out in this:

QUALITY POLICY STATEMENT

The objective of the Quality Policy established by the **Diacell d.o.o.** is to ensure that the services we provide will meet and even exceed expectations of our customers and that they will be in full compliance with applicable law and regulations.

The goal of Diacell d.o.o. is to become and remain leader on the market for services related to **Planning And Managing Healthcare Products Supply Business in Serbia** by its good business and quality management.

Diacell d.o.o. pursues this goal through the establishment and continuous improvement of its Quality Management System, in compliance with

ISO 9001:2015,

which includes the following measures and procedures for measuring and improving our performance:

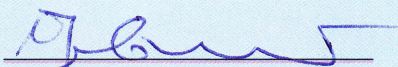
- measures aimed at increasing and achieving total customer satisfaction;
- continuous upgrading of the internal resources;
- management's leadership and commitment to quality;
- active participation of employees in the planning, implementation and evaluation of all activities within the process of providing services;
- regular audit of our internal processes from the standpoint of user satisfaction;
- continuous improvement of the quality of our services;
- decision-making based on regular gathering and analyzing customer feedback;
- developing partnership relations with suppliers selected against set quality criteria;
- communicating this policy to our employees in order that they understand and apply it and thus ensure that it is embedded within the whole of the company;
- regular reviewing of the policy and making it available to all relevant stakeholders.

The quality policy is the basis for achieving set quality objectives and it guides **Diacell d.o.o.** in its efforts towards continuous quality improvements.

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Director


Aleksa Jovanović