



Building the Bases of Discovery

Policy Statement

Our business policy is focused on the continuity and growth of Biolegio BV. We are convinced that this can only be ensured by clearly understanding the current and future requirements and expectations of our customers, care for the environment, good working conditions and when product and service quality are all an integral part of the total enterprise.

We established our Quality Management System (QMS) to provide a framework for analysis of performance against our goals, define processes that allow us to deliver products and services that meet the expectations of our customers and identify areas for continual improvement.

Our Quality Management System meets the requirements of NEN-EN-ISO 13485:2016 & ISO 9001:2015. This system is used to manage the quality aspects of our business and ensure we comply with all relevant legislative, regulatory, business and contractual security requirements.

We will ensure that the risks, threats and vulnerabilities associated with our business are effectively identified, assessed and managed. Our QMS is based on the following principles:

Quality

Through Biolegio we deliver unique oligonucleotides, custom manufactured to the design specifications requested by our customers. Our continual aim is to provide our customers with products and services which meet and even exceed their expectations. To achieve this goal, we control our production process using our quality management system. In addition, we take measures to maintain its effectiveness. This ensures a formalised and pro-active approach to meeting our quality objectives and that everyone involved in the quality aspects of the business has clearly defined responsibilities and guidance to meet those objectives.

Improvement

Biolegio is committed to strive for continuous improvement. We value and welcome the input of our employees and of our customers on this subject. The senior management will annually determine concrete and verifiable objectives relevant to the expectations of our customers and employees. The results are evaluated annually and new targets are set.

Our overall objective is providing high quality and secure service to all our customers. We do this by:

- Placing the highest value on being customer driven, meeting specific customer requirements and improving customer satisfaction;
- Setting and monitoring achievement of specific improvement objectives;
- Regularly reviewing service standards and focusing on improving overall efficiency and service standards;
- Managing the quality and service management risks associated with our business;
- Continually maintaining and improving the effectiveness of our integrated management system.

Ruud van der Steen
CEO Biolegio BV