



POLÍTICA DE CALIDAD

Revisión:5
Fecha: 26/3/2025

IQVIA INFORMATION, S.A. manifiesta abiertamente su intención de ofrecer unos servicios competitivos a todos sus clientes; por dicho motivo, ha implantado un sistema de gestión de calidad en el seno de la organización, cuyo principal objetivo es alcanzar la satisfacción esperada por los clientes, a través de unos procesos establecidos y fundamentados en un proceso de mejora continua.

El sistema de gestión de calidad de **IQVIA INFORMATION, S.A.** está diseñado de manera que los servicios que presta la organización de **servicios de estudios de mercado, consultoría y tecnología para el sector farmacéutico y sector salud**, se lleven a cabo correctamente y de manera eficiente, empleando los medios adecuados para ello y de forma que se alcancen los máximos resultados.

Para cumplir con los objetivos propuestos, el sistema de gestión de calidad establecido por **IQVIA INFORMATION, S.A.** basado en la norma de referencia **UNE-EN-ISO 9001:2015**, se apoya en los siguientes pilares básicos que establece la Dirección:

- Velar por garantizar la **satisfacción de nuestros clientes**, incluyendo las partes interesadas en los resultados de la empresa, en todo lo referente a la realización de nuestras actividades y su repercusión en la sociedad.
- Establecer objetivos y metas enfocados hacia la evaluación del desempeño en materia de calidad, así como a la **mejora continua** en nuestras actividades, reguladas en el Sistema de Gestión que desarrolla esta política.
- Cumplimiento de los **requisitos de la legislación aplicable** y reglamentaria a nuestra actividad, los compromisos adquiridos con los clientes y todas aquellas normas internas o pautas de actuación a los que se someta IQVIA INFORMATION.
- **Motivar y formar** a todo el personal que trabaja en la organización, tanto para el correcto desempeño de su puesto de trabajo como para actuar conforme a los requisitos impuestos por la Norma de referencia. Evaluar y garantizar la competencia técnica del personal.
- Mantenimiento de una **comunicación fluida** tanto a nivel interno, entre los distintos estamentos de la empresa, como con clientes.
- Garantizar el **correcto estado de las instalaciones** y el equipamiento adecuado, de forma tal que estén en correspondencia con la actividad, objetivos y metas de la empresa
- Tener un **compromiso con el medioambiente** asegurando la prevención de la contaminación y reducción de los consumos de los recursos para evitar el cambio climático aplicando políticas de sostenibilidad

Estos principios son asumidos por la Dirección, quien dispone los medios necesarios y dota a sus empleados de los recursos suficientes para su cumplimiento, plasmándolos y poniéndolos en público conocimiento a través de la presente Política de Calidad.

Fdo. : Ignacio Chueca

Fecha: 26 de marzo de 2025 Ed.05

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In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
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Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	3/26/2025 7:42:33 AM
Certified Delivered	Security Checked	3/26/2025 8:46:54 AM
Signing Complete	Security Checked	3/26/2025 8:47:00 AM
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Operating Systems:	Windows® 2000, Windows® XP, Windows Vista®; Mac OS® X
Browsers:	<ul style="list-style-type: none">• Internet Explorer (Windows Only) 8.0 or above – compatibility mode is supported only for 9.0 and above.• Windows Edge Current Version• Mozilla Firefox Current Version• Safari (Mac OS only) 6.2 or above• Google Chrome Current Version
PDF Reader:	Acrobat® or similar software may be required to view and print PDF files
Screen Resolution:	1024 x 768 Recommended
Enabled Security Settings:	Allow per session cookies
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Pre-release (e.g. beta) versions of operating systems and browsers are not supported.

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