

QUALITY POLICY

PURPOSE

Q&C is the largest full service consultant and importer for Health Canada regulated drugs, APIs, natural health products and medical devices. We bring over 20 years of experience to our clients, providing expert consulting on regulatory and compliance matters.

VISION

To be recognized as *The Regulatory & Compliance Leaders* by becoming Canada's largest full service resource for regulatory, Good Manufacturing Practices (GMP), quality control, quality assurance, and validation needs.

MISSION

Business-oriented Easier Compliance

CONTEXT

External

- Q&C operates in a highly-regulated industry
- Our clients are very exacting and require help meeting regulatory requirements
- Our market fluctuates based on regulatory enforcement
- We thrive in a market characterized by internal competitors

Internal

- We exist in a highly competitive hiring market
- Employees are highly skilled and qualified in their respective fields
- We have the ability to react to regulatory changes as they evolve
- Technology advances are constantly being developed to enhance our service delivery and employee experience

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INTERESTED PARTIES

- Clients, of course!
- Employees
- Regulatory bodies
- Associations relevant to our organization
- Competitors
- Board of Directors
- External Providers

VALUES

STRATEGIC

We make compliance easy for our customers with technical expertise, on-time delivery and a full range of compliance services.

VISIONARY

We provide industry leadership in the application of regulations and guidelines for the benefit of our customers and the protection of the public.

EXCELLENCE

We strive for excellence in all we do to provide a high level of service to all customers, internal and external, and we aim for total customer satisfaction by following the four referability principles:

- Arrive on time
- Do what you say you will do
- Finish what you start
- Remember your please's and thank-you's.

RESPECT

We hire people committed to quality, and encourage them to increase their capabilities through continuous technical and professional development. We are committed to enhancing, encouraging and developing the unique abilities of each employee and treating each other with care and respect.



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QUALITY POLICY STATEMENT

We provide employees with the authority to ensure that quality requirements are met in full.

We identify specific, measurable quality objectives and use these measures to drive continual improvement throughout the company.

We are committed to complying with the current version of the ISO 9001 Standard, and to continually improving our Quality Management System.

In support of the above, it is the policy of our organization to pursue excellence in all that we do, and to strive to meet the needs and expectations of our customers.

To this purpose, we are hereby committed to:

Comply with all requirements, whether customer, regulatory, or quality

Seek to continually improve the effectiveness of our overall processes and systems

Deborah A Campbell

President