

## INSTITUCIONAL POLICY

INCLIVA's directive establishes this institutional policy which displays its commitment to the search for excellence in the different activities carried out in support or development of the research activity.

INCLIVA's activity consists in the management and development of the research activity of the institutions that comprise it. This activity ranges from basic investigation to result application or knowledge transfer, and it's based on the following principles.



### **a. Orientation to the client, user and third parties**

In each unit, needs and expectations of internal or external clients are detected according to the service portfolio. Making their commitment permanent is the priority mission of the staff.

Each project or study has particular needs that must be taken into account in the development of services.

### **b. Requirements fulfilment and regulations**

Compliance with the requirements of the clients in each unit and the applicable regulations and legislation is a basic commitment of all the staff. Thus, compliance with the requirements established by the management systems of each unit is important to ensure the adequacy of the provided services.

### **c. Continuous improvement. Search for excellence in management and services**

Process management, documentation procedures and action protocols guarantees the base for a continuous improvement of the labor performed in each unit. The periodic revision of the performed activities and its results derive from the continuous improvement.