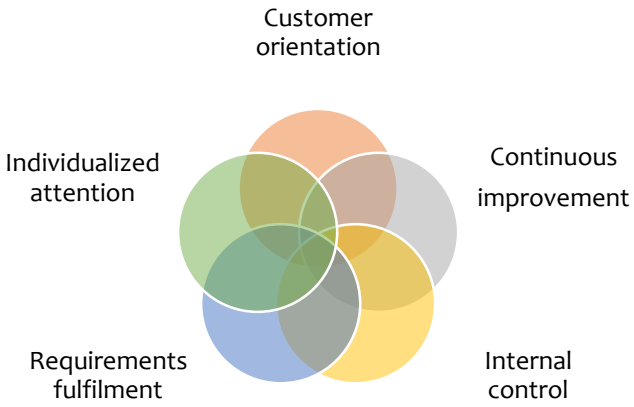
INCLIVA | VLC
Biomedical Research Institute

FASE1

QUALITY POLICY

The **Phase I Oncological Clinical Trials Unit** develops Phase I Clinical Trials, which are designed to test the efficacy and safety of cancer treatment drugs for the first time in humans. The INCLIVA´s direction established the Quality policy of **Phase I Oncological Clinical Trials Unit** with the following criteria.



a. Requirements fulfilment

The staff is committed to meeting the requirements and expectations of clinical trial sponsors. Likewise, the organization knows and assumes compliance with legal and regulatory requirements that affect the provision of the service. To meet these requirements, our Management System is aligned with international standards and its transparency and compliance is ensured through its continuous verification by external and independent organizations.

b. Continuous improvement

We consider the normalization of the activities of the unit and its continuous improvement very important to increase the customer satisfaction. Therefore, our quality management system gives special importance to both the identification and solution of errors and to the awareness for their prevention.

c. Customer orientation

The organization is not only committed to the attention and satisfaction of the needs expressed by customers, but constantly seeks to exceed their expectations. We evaluate our performance and the satisfaction of the sponsors through instruments for measuring perception, and analyse this information to detect deficiencies and establish improvement actions.

d. Individualized attention

We are committed to providing the most appropriate service to the needs of each sponsor, patient and group of interest, according to the different characteristics that they may present. The development of clinical trials is always governed by the applicable policies and regulations, and by the interest of contributing to the achievement of the project's objectives.

e. Internal control

The Direction establishes the guidelines and provides the support and resources necessary for the development of the activities of the Management Structure, demonstrating its commitment to quality. Consequently, all staff involved in clinical trial management assume the responsibility for the tasks they perform, and obey the applicable regulations for compliance with the requirements and their constant improvement.

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Valencia, 17 de octubre de 2022
Andrés Cervantes – Director Científico INCLIVA
Vicente de Juan – Director Gerente INCLIVA