



## MISSION, VISION AND QUALITY POLICY:

### Mission:

Improving the quality of services and strengthening business quality control, expanding the sales spectrum and taking a leading position in the distribution of solutions in medical diagnostics.

### Vision:

We want to become recognizable on the market for the distribution of quality medical products. So we invest our professional efforts to achieve highly organized and timely distribution of our products.

We stand out for our expertise, speed and quality of service, as well as prompt responses to changing demands markets and we have an individual approach to each customer adapted to their needs and processes and that's what sets us apart from the competition.

### Quality policy:

The main activity of Adonis Pharma d.o.o. is a wholesale of medical products.

The quality of the products and the superior service we offer represent the fundamental value on which we build our competitiveness and permanent improvement of the effectiveness, efficiency and sustainability of our business system.

In order to permanently maintain the satisfaction of our customers, users of products and services and others interested parties and attracted the interest of new ones, we undertake to:

- permanently analyze existing and identify future needs of customers and users
- offer the market an individual approach and optimal high-quality solutions from renowned manufacturers who meet the needs of users and all technical and legal regulations
- perceive, analyze and manage business risks and try to recognize new opportunities in them
- strides
- follow the legal and other applicable regulations as well as the requests of interested parties and permanently adjust
- plan and implement training of human resources in all segments of the organization, and make them suitable measures to motivate for quality work execution
- develop and nurture mutually beneficial relations with all interested parties
- continuously improve the effectiveness of the process and quality management system based on requirements of the international standard ISO 9001
- set measurable and achievable goals.

It is the duty and obligation of all employees to accept the quality policy as a permanent principle in their own activities.

Zagreb, November 17, 2022.

CEO: Nikola Šantek

