



## Quality Policy Statement

Our Quality Policy is defined and strongly driven by the following management principles and behaviors:

- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers as well
- Achieve our commitments for quality, cost, and schedule
- Identify and implement best industry practices at all levels to ensure reliable deliverables that meet regulatory agency expectations and facilitate regulatory submission reviews.
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer feedback
- Develop staff competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment
- Continually develop personnel through external training and conferences

Innovative Analytics strives to be an industry leader in supporting cost effective clinical research for the development of new therapies and devices. Through the use of these guiding principles, everyone at IA is accountable for fully satisfying our customers by meeting or exceeding their needs and expectations with best-in-class solutions and services. Our goal is 100% customer satisfaction 100% of the time.

All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required. While we endeavor to produce work, and offer a service that we can be proud of, we have to recognize that we don't always achieve our own standards. When a customer voices a concern, we are committed to investigating the complaint and will do our best to address all justified concerns and eliminate future occurrences.