

QUALITY POLICY

GL Pharma Italy Srl (GL Pharma) is the Italian associate of the multinational company Gerot Lannach GmbH, an important European manufacturing company with 70 years of experience in discovery, production and marketing of pharmaceutical drugs, present in more than 50 countries.

In Italy, GL Pharma currently deals with the promotion and distribution of drugs mainly intended for the following areas of application:

- agonist therapy for the treatment of opioid addictions,
- pain therapy
- specific hospital drugs

addressing both the hospital channel (public and private) and the retail channel.

The company's mission is to seek and maintain a prominent position in the market and ensure maximum customer satisfaction and loyalty, through the supply of products and services that meet the mandatory requirements and of high quality.

To fulfill its mission and guarantee the full satisfaction of customer expectations, GL Pharma has implemented a Quality Management System (QMS) compliant with the UNI EN ISO 9001: 2015 standard, as a control and corporate governance tool to regulate activities organizational and technical in a systematic and documented way, achieve objectives, meet applicable requirements, promote continuous improvement of business processes, manage risks and identify opportunities.


GL Pharma is committed to making its QMS effective and constantly improving, establishing the following macro-objectives:

- provide quality products and services, in compliance with regulatory provisions and according to principles of ethics and legality;
- guarantee customers the continuity of the supply of medicines;
- become a reference scientific partner for health professionals and other stakeholders, in terms of the quality of interactions, educational programs, scientific exchanges, collection of evidence;
- encourage the growth of the company on the Italian market, ensuring adequate profitability and financial stability;
- manage organizational processes effectively and consistently;
- provide for the availability of all the resources necessary for the functioning of the QMS, encouraging professional growth and providing an adequate organizational and infrastructural structure;
- collaborate with qualified and reliable suppliers.

This Policy is disseminated to all company levels and to interested parties; it is also systematically revised to keep it adequate to the context and the strategic guidelines of the company.

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GL Pharma Italy - GM



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