

Quality Policy

At baseclick, we consider innovation as powerful tool for scientific advance. We also believe that innovation leads to a real progress only through Quality, and we define Quality as the prediction, implementation and improvement of our customer's expectations. At baseclick, we exploit Quality to drive our business operations and activities, assuring products and services of the highest value, earning our customer's loyalty and satisfaction.

Our Quality Policy is based on 3 fundamental principles:

1. Ensuring the identification and the implementation of existing and potential requirements of our customers.
2. Looking at our service provision processes, identifying critical steps prone to cause errors, and consequently taking necessary actions to eliminate them for continuous improvement of delivered products and services.
3. Constituting awareness of what is required to be done and to be in compliance with in order to achieve the maximum possible result. Everybody who is part of the business concern, including suppliers, partners, and contractors, has to be informed and knowledgeable about and held accountable to comply established quality standards and regulations.

Successful implementation of the policy means, that the baseclick team is responsible to identify customer requirements together with our clients. Clear and concise communication with our customers as well as consistent, understandable and trustworthy advice about what is possible and what can be delivered, shall be followed by applying innovative and accurate procedures in order to meet the agreed upon requirements.

Continuous and constant reviews on market requirements and subsequent improvements of our internal procedures for portfolio enhancement are an integral part of our strategy, whose objective is to achieve being recognized as the most reliable and respected partner for our clients, suppliers, contractors and other partners within the framework of our activities.

Completing our tasks in the most cost effective and timely manner without compromising on quality shall be for the benefit of all our customers.

baseclick's management is responsible to ensure, that our highly skilled and motivated team evolves ahead of the foreseen market developments by providing a working environment including advanced training and continuous education programs, that allows to produce top quality results.

baseclick's contribution to the progress of science and public health shall be governed by quality policy principles and objectives which are transparent, known and understood as well as traceable at all times and according to certified standards.

Within this Policy we are committed to operating our company under the disciplines and control of a Quality Management System conforming to the International Standard ISO 9001.