



## **Quality policy**

NAMMD management is committed to implement, maintain and continuously improve the effectiveness of its Quality Management System (QMS) in accordance with requirements of SR EN ISO 9001: 2015 integrated with the Internal Management Control System (IMCS) through a set of measures and procedures directed towards attainment of objectives and regular, economical, efficient and effective conduct of activities.

Integrated Management supports NAMMD strategies for achievement of its mission to contribute to public health protection and promotion through efficient understanding and leadership resulting from best management decisions to allow delivery by the Agency of products and services compliant with regulated and legal requirements, under optimal use of all resources.

Relying on quality management principles, NAMMD management is committed to:

- provide effective, efficient, systematic and transparent Agency leadership and management meant to achieve high performance standards and compliance with good professional practices;
- establish harmonisation of purpose, direction and activities, by aligning strategies, policies, processes and resources to achieve objectives;
- determine and understand current and future customer, partner and stakeholder needs and expectations and aim to meet respective needs and overcome their expectations in a fair and balanced manner;
- create and support shared values and patterns of ethical and deontological behaviour by establishing a culture of trust, independence, integrity and impartiality;
- support to other relevant management positions meant to demonstrate leadership at their level of responsibility;
- maintain an internal environment where staff are aware of the importance of individual contribution attainment of the Agency's objectives, by promoting collaboration and communication with and among Agency staff;
- provide staff with opportunities for competence development (skills, training, education and experience);
- conduct Agency work as correlated and interacting processes, by determining required inputs and expected outcomes, by assigning responsibilities and authorities for process conduct and documentation within system and operational procedures
- ensure availability of necessary resources for conduct of processes;
- continuously optimise Agency processes, QMS effectiveness and overall performance;
- make evidence-based decisions by objectively assessing facts, relying on data and information review and ensure their sufficiently accuracy, viability and reliability;
- maintain mutually beneficial relationships with suppliers and partners to increase NAMMD ability to create value, at the same time optimising their impact on Agency performance;
- determine risks and opportunities and plan actions for the management of those potentially influencing (negatively or positively) achievement of NAMMD objectives and its capability to meet requirements;
- periodically review Agency operation by measuring performance indicators, conduct of self-evaluation and management review, and carrying out internal quality audit;
- demonstrate NAMMD competence to similar European and international bodies by participation in inter-laboratory studies, external audit programs and benchmarking;
- safeguard QMS integrity whenever changes are planned and implemented at Agency level.

**NAMMD President,**  
**Dr. Alexandru VELICU**