



KK Pharma Leader d.o.o.
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QUALITY POLICY

KK Pharma Leader d.o.o., founded in 2024, operates in the field of consultancy services related to medicines, medical devices, dietary supplements, and cosmetic products. The company is committed to the continuous improvement of its quality management system in accordance with the ISO 9001:2015 standard requirements. Our goal is to be a modern, efficient, and socially responsible company, recognized as a regional leader, with a clear focus on providing high-quality services and protecting the environment.

Through our work, we aim to channel the long-term experience of our founder, gained while working in government institutions responsible for making systemic decisions in the field of pharmacy, into providing solutions that meet the individual needs and specific requirements of each client.

Our quality policy is based on the following principles:

1. Customer satisfaction and high-quality services:

- Detailed identification of client requirements, needs, and expectations, while presenting relevant regulations and available options.
- Adherence to applicable legal regulations, professional standards, and adopted norms to ensure quality work in line with the highest European standards.
- Continuous monitoring and improvement of client satisfaction through transparency, trust, and joint work.

2. Employee development and human resources:

- Focusing on building and motivating employees through the establishment of a values system that meets their needs and expectations.
- Planning the provision of highly skilled personnel, continuous professional development, and strengthening trust in our human resources.

3. Continuous improvement and process monitoring:

- Ongoing oversight of all work processes, effectiveness, and efficiency.
- Reevaluation of work and implementation of planned changes, taking into account the purpose, impact, resource availability, and redistribution of responsibilities.
- Employee education to ensure continuity in quality and process improvement.

4. Information security:

- Ensuring confidentiality, integrity, and availability of information, protecting informational assets, both ours and our clients'.

5. Sustainable business and environmental protection:

- Commitment to environmental protection through responsible resource management and minimizing the ecological footprint of our activities.
- Implementation of environmentally friendly solutions in all business processes, including the selection of eco-friendly materials, waste reduction, and investment in state-of-the-art IT infrastructure with reduced electricity consumption.
- Compliance with relevant legislation and environmental standards.

Implementation of the quality policy: KK Pharma Leader d.o.o. is committed to not only complying with legal regulations but also continuously reviewing the effectiveness of its processes. Through the ongoing improvement of the quality management system, we achieve an efficient balance between the interests of the company and the clients, creating long-term and successful relationships based on trust, knowledge, and professionalism.

General Manager: Katarina Kovačević

Date: 31.01.2025.