

At baseclick, we see innovation as the driving force behind scientific progress. We are convinced that true innovation can only be achieved through the highest quality. For us, quality means anticipating, fulfilling and continuously exceeding our customers' expectations. To ensure this, we have introduced strict quality standards that optimise our business processes and activities. In this way, we ensure that our products and services are of the highest value and promote customer satisfaction and loyalty.

Our quality policy is based on three central principles:

1. **Fulfilment of customer requirements:** We identify and implement both existing and potential requirements of our customers.
2. **Optimisation of service processes:** We analyse our service processes, identify critical and error-prone steps and take measures to eliminate them and continuously improve our products and services.
3. **Awareness and responsibility:** We create an awareness of what needs to be done and adhered to in order to achieve optimum results. All parties involved, including suppliers, partners and contractors, are informed about the quality standards and are obliged to comply with them.

Successful implementation of this quality guideline means that the baseclick team works together with our customers to identify and fulfil their requirements. Through clear communication and trusted advice, we ensure that innovative and precise procedures are applied to fulfil the agreed requirements.

Regular reviews of market requirements and the subsequent improvement of our internal processes are an integral part of our strategy to be recognised as a reliable partner. We strive to fulfil our tasks in a cost-efficient and timely manner without compromising on quality.

baseclick's management ensures that our highly skilled and motivated team is continuously developing by providing a working environment with training and development programmes that enable high quality results.

Our contribution to the advancement of science and healthcare is defined by a transparent and accountable quality policy. We are committed to managing our organisation in accordance with a quality management system that complies with the international standard ISO 9001.



Dr. Thomas Frischmuth (CEO)