



## QUALITY POLICY STATEMENT

ELEX Commerce LLC was established in 1991 and since 2002 we are providing consulting, engineering, design and manufacturing of dedicated equipment to produce radionuclides and radiopharmaceuticals for nuclear medical applications. We are based in Belgrade and employ 7 people.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System according to ISO 9001:2015 standard, which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:


- ✓ regular gathering and monitoring of customer feedback,
- ✓ a customer complaints procedure,
- ✓ selection and performance monitoring of suppliers against set criteria,
- ✓ training and development for our employees,
- ✓ regular audit of our internal processes,
- ✓ measurable quality objectives which reflect our business aims,
- ✓ management reviews of audit results, customer feedback and complaints.

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

This policy is posted on the Company Notice Board and can also be found in the Quality Manual.

Although the Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

Belgrade, May 10, 2017.

Director  
  
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