

Quality Policy

BioIVT provides biological and *in vitro* products to pharmaceutical, biotechnology and contract research organisations (CRO). We specialise in control and disease state matrices manufactured from human and animal whole blood, plasma, serum, tissues and other fluids which are used in drug discovery, compound development, clinical and research diagnostics.

Our products enable scientists and biomedical researchers to better understand the pharmacokinetics and drug metabolism of newly discovered compounds and the effects on disease processes.

BioIVT is committed to providing high quality Human and Animal biological products, and processing services, as well as excellent customer service.

BioIVT is committed to:

- Providing the highest quality products and services whilst improving efficiency and lead times and continually improving the accuracy of product information.
- Maintaining and improving our first-class customer service by developing relationships with customers and increasing our knowledge of customer needs.
- Meeting customer expectations by shipping orders on time and in full
- Continually improving our Quality Management system by setting departmental Objectives and actively evaluating our current processes through Management Review meetings.

These are achieved and monitored via our non-conformance system, internal audits, training program, management reviews, customer visits, and staff meetings and appraisals.



Kelly Sapsford
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