



Quality Policy

Al Farabi Pharmacy is committed to guarantee safe and effective products as well as excellent services, with the objective to ensure maximum satisfaction of our Customers and Stakeholders in full compliance with applicable laws and regulations.

Al Farabi Pharmacy is committed to continually improving the quality of its services and products while protecting people. This commitment is in the best interests of our customers, our employees & contractors, our stakeholders, and the communities in which we live and work.

Al Farabi Pharmacy requires active commitment and accountability for Quality from all employees and service providers. Line management has a leadership role in the communication and implementation of, and ensuring compliance with, Quality policies and standards.

All activities for marketing, distribution, logistics, post-market assistance and vigilance, are inspired by the Quality Policy consisting of the following principles:

- Committed to understand and satisfy Customers expectations, in compliance with market requirements, legal requirements where Al Farabi operates, and all parties involved in its business processes.
- Objectives monitoring and control.
- Responsibilities and resources management
- Risk identification, evaluation and mitigation.
- Training programs for all employees to develop and increase their skills.
- Increase of customer satisfaction through a continuous reduction of complaints and an increasingly efficient service
- Eliminate Quality non-conformances
- Plan for, respond to and recover from any emergency, crisis and business disruption.
- Communicate openly with stakeholders and ensure an understanding of our Quality policies, standards, programs and performance

This Policy shall be regularly reviewed to ensure ongoing suitability. The commitments listed are in addition to our basic obligation to comply with Al Farabi standards as per ISO 9001:2015 as well as all applicable legal and other requirements where we operate.

Basim Hamed Al Riyami

Executive Director

