

STATE INSTITUTION "PHARM SERVICE" UNDER THE MEDICAL AND PHARMACEUTICAL INDUSTRY DEVELOPMENT QUALITY POLICY

The State Institution "Pharm Service" under the Medical and Pharmaceutical Industry Development Agency (hereinafter referred to as the Institution) regards as its priority tasks: assisting industry enterprises with the registration of pharmaceutical products; providing consulting support for the implementation of national and foreign standards; delivering marketing services; supporting local enterprises in participating in prestigious international pharmaceutical exhibitions and fairs and in organizing exhibition stands; coordinating the digitalization of the pharmaceutical sector; and providing advisory services for the design and construction of pharmaceutical enterprises.

The Institution's primary quality objective is to help pharmaceutical enterprises effectively implement national and international standards by providing high-level marketing and consulting services, improve product quality and competitiveness, accelerate the digitalization of the sector, and ensure their successful participation in international markets.

In its activities, the Institution strictly complies with applicable legislation, national and international standards, and the requirements of industry best practices.

The priority areas in the field of quality are as follows:

– **Legality and impartiality**

Conducting activities in accordance with applicable laws and regulations, ensuring transparency and impartiality in decision-making, and preventing conflicts of interest.

– **Customer focus**

Thoroughly studying the needs and requirements of service users, reviewing requests promptly and to a high standard, and continuously improving the accessibility and convenience of services.

– **Quality and efficiency**

Regularly analyzing the quality of services provided and improving operational efficiency through process optimization and digitalization.

– **Transparency and openness**

Publicly disclosing information on performance results and maintaining effective communication with the public and stakeholders.

– **Use of modern technologies**

Widely implementing information and communication technologies, developing electronic public services, and improving service quality through digital solutions.

– **Development of personnel capacity**

Regularly enhancing employees' professional knowledge and skills and strengthening service discipline and corporate culture.

– **Continuous improvement**

Continuously improving the quality management system and implementing effective measures based on the results of internal audits, analyses, and evaluations.

The management of the Institution undertakes to create the conditions and provide the resources necessary to implement the principles set out in this Quality Policy, and to regularly review its continuing relevance.

Director

A. Fattakhov

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Tashkent

