

Quality Policy

The customers who acquire products manufactured at PENTAPHARM or are further processed by partners represent our primary concern. Thus, consistent quality is of fundamental importance for all processes at PENTAPHARM and is stipulated in the code of conduct below.

Product Excellence

Design, development, and manufacturing of products that consistently meet the highest standards of quality, safety, and efficacy.

Regulatory Compliance

We maintain full compliance with all applicable regulations including Swiss regulatory requirements, EU GMP guidelines, ISO standards, ICH guidelines, IVDR, MDR, and industry-specific requirements for each business area.

Customer Focus

We understand and anticipate customer needs, striving to exceed expectations through superior product quality, reliable supply, and exceptional service. Customer satisfaction is integral to our success..

Risk management

We implement systematic risk assessment and management processes throughout our operations, from development through post-market surveillance, ensuring product quality and patient safety.

Continuous Improvement

We foster a culture of continuous improvement, regularly reviewing and enhancing our processes, systems, and capabilities. Every employee is empowered and encouraged to contribute to quality improvements.

Supply Chain Excellence

We work closely with qualified suppliers and partners who share our commitment to quality, ensuring the integrity of materials and services throughout the supply chain.

Data integrity

We maintain the highest standards of data reliability, accuracy, and traceability in all quality-related activities, ensuring complete documentation and records management. This is to maintain, and further enhance, PENTAPHARMS reputation as a reliable manufacturer and furthermore to guarantee compliance with the respective product licences / marketing approvals granted to our partners by health regulatory authorities.

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