Pleksus Farmakovijilans Hizmetleri ve Klinik Araştırmalar Ltd. Şti. operates in accordance with the ISO 9001:2015 Quality Management System Standard and commits to:

- To be a reliable company with a solution-oriented approach that meets customer needs and expectations and maximizes customer satisfaction
- To analyze risks and opportunities, identify potential problems, and make effective use of available opportunities
- To fulfill the requirements of national, international, or sectoral regulations, relevant legislation and standards, obligations arising from agreements, and information security requirements stemming from corporate responsibilities towards internal and external stakeholders
- To define Quality Management System objectives and to work towards measuring and improving performance
- To protect Pleksus's reliability and brand image
- To inform employees and suppliers about relevant legislation to ensure continuous improvement of Quality Management System performance, to review and communicate developments, and to prioritize training to create awareness and understanding of quality management systems
- To fulfill the requirements of the Standard Operating Procedure (SOP) applied within the company
- To identify methods for continuous improvement in its operations and in the implementation of its management systems

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