

Quality Commitment of Novellas Healthcare

ISO 9001 quality management and ISO 27001 certification for Digital Solutions

The Management of Novellas Healthcare has a strong commitment to quality and compliance. We have established a robust Quality Management System (QMS) within our organisation to maintain high standards of quality and compliance throughout the life cycle of our services, in accordance with applicable regulations and other healthcare-related requirements.

To ensure the quality of its services, Novellas Healthcare bases its quality management on the requirements of ISO 9001:2015. This approach supports our commitment to meeting our customers' expectations and requirements and aligning the internal management of our organisation accordingly.

With a clear understanding of our customers' expectations, we strive to consistently meet and exceed them. We adhere to applicable standards and customer-specific requirements and implement processes that support a reliable business while promoting inclusion and supplier diversity. Risk management, continuous improvement, innovation, efficient business processes, measurable objectives, the sharing of best practices and customer feedback are central to our approach.

Since 2026, Novellas Healthcare has held ISO 27001 certification for its Digital Solutions activities. This certification covers the information security management system supporting the development, maintenance and support of our in-house digital applications for pharmaceutical and healthcare programmes, within the certified scope. It demonstrates our commitment to managing information security risks and protecting the confidentiality, integrity and availability of information.

Through our ISO 9001:2015 quality management certification and the ISO 27001 certification of our Digital Solutions activities, we demonstrate our commitment to quality, transparency, information security and data protection. When you choose Novellas Healthcare, you choose a partner committed to reliable services and responsible business practices.

Tom Torfs

General Manager Novellas Healthcare

Date: 27/10/2026

Signature: Tom Torfs

di. 27 okt. 2026 15:12 CET