

i+12 Institute Quality Policy

The Research Institute of the *Hospital 12 de Octubre* (i+12 Institute) is a functional multidisciplinary and translational biomedical research structure aimed at providing basic, clinical, epidemiological and health services. The i+12 Institute, in turn, is a dynamic and integrating structure geared towards cooperating and partnering with other organizations and entities related to its field of work. In short, this organization pursues the continuous development of activities encompassed in the field of health research and innovation.

Under these premises, the i+12 Institute carries out activities related to the **promotion of research and innovation** in the field of health; the **planning** of the **actions** to be implemented; the **correct use** and **optimization of its economic and human resources**, and the **compliance** of certain scientific ethical and **good practices standards**.

The strategic planning of the i+12 Institute encompasses the definition of the organization's **Mission**, which consists of "conducting research and innovation activities under conditions of excellence and quality that allow for transferring results aimed at the resolution of the health concerns affecting the population, while promoting relationships and alliances with other public and private entities".

In this context, the i+12 Institute has defined its **Quality Policy** as:

"The focus of the organization and all its professionals geared towards performing activities aimed at guaranteeing the utmost level and quality in the field of health research and innovation, as well as meeting the requirements of its clients".

The orientation towards quality of the i+12 Institute can be classified into the following 4 main areas:

1. Quality oriented towards research and innovation

The i+12 Institute carries out actions aimed at guaranteeing and consolidating the excellence of the research carried out by its professionals by providing the tools needed to achieve this goal.

To this end, the tools used by the Institute include annual **Strategic Planning**, the definition of agreed **Scientific Policies**, the **measurement of scientific monitoring indicators**, etc.

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2. Quality oriented towards management

The i+12 Institute focuses on evaluating and optimizing its managerial resources and processes with a view to **improving and expediting** the services that it provides to the rest of the organization.

The i+12 Institute oversees the **permanent review and updating of its own Process Map** as well as the **evaluation performed by the General Management Department and the government bodies**.

3. Quality oriented towards the customer

The entire organization of the i+12 Institute is immersed in a **continuous improvement process** aimed at identifying those areas with potential for improvement that may optimize the organization's operation and guarantee a **greater satisfaction of both its internal and external clients**.

The tools used by the i+12 Institute for this purpose are the **conduct of satisfaction surveys** and the **implementation of systems aimed at detecting areas that could be subject to improvement** (suggestion box, implementation and monitoring of preventive/corrective actions, etc.).

4. Quality oriented towards cooperation

One of the critical aspects linked with the success of an organization oriented towards health research and innovation is the consolidation of the relationships established with other related entities. Therefore, the i+12 Institute has defined an active integration and cooperation policy of the utmost quality with other strategic partners.

To this end, the i+12 Institute works on **detecting and analyzing potential collaborations** among research groups belonging to different national and international entities to establish cooperation agreements, **monitoring the implementation of signed collaboration agreements**, and **evaluating the results derived** from these collaborations.

Signed in Madrid on June 22, 2015

Governing Council

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