

## **STRATEGIC GUIDELINES**

The BIKiNNOV Management establishes the following strategic guidelines to direct the overall operation of BIKiNNOV:

- Respect for individuals.
- Use of the best technologies.
- Continuous improvement in everything we do.
- Compliance with applicable legal, regulatory, and normative requirements.
- Meeting customer needs and stakeholder expectations.

These Guidelines are aligned with the Quality Policy and the Objectives outlined below.

## **MANAGEMENT SYSTEM OBJECTIVES**

Achieving the objectives should be viewed to improve BIKiNNOV's overall performance, and particularly the Management System.

The Management Objectives, defined in accordance with the Quality Policy, aim to achieve by the end of 2025:

- Maintenance of Accreditation by IPAC, according to the ISO/IEC 17025:2017 standard.
- A customer satisfaction level exceeding 85%.
- A maximum of 10 complaints.
- Adherence to the budget.

Águeda, January 9, 2025



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