

Quality Manual

Viskali-Ubilab
by inlog

Quality management consulting, software publisher and training organization

Version « 11 »

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PURPOSE OF THE QUALITY MANUAL

This document presents the organization implemented to meet customer requirements in compliance with regulations and to improve our performance while remaining compliant with ISO 9001:2015 requirements.

CERTIFICATION SCOPE

The Quality Management System implemented covers the following activities:

Quality management consulting and software publishing

SCOPE OF THE QUALITY MANUAL

The Quality Manual applies to all employees, associated partners and customers across all our business activities.

The entire documentary structure defining the internal functional and operational provisions is described in the document control procedure REF SMQ PR 001.

COMPANY PRESENTATION VISKALI UBILAB

COMPANY BACKGROUND

VISKALI was established in 2008 through the initiative of professionals from biology and management with shared and complementary experience.

With a view to continuously improving the services provided to laboratories in their accreditation processes, **VISKALI** and **ACC** merged their activities in 2014.

The pooling of their expertise enables the company to offer a broader range of services, including a complete suite of software solutions.

In 2024, the company **SILK** was integrated, forming **VISKALI UBILAB**.

ORGANIZATION

VISKALI UBILAB offers a team of experienced and multidisciplinary consultants. Our range of expertise—consultants, technical and consulting director, IT manager, quality manager—creates strong synergies and represents a continuous source of information and advice.

LOCALIZATION



CONTACT DETAILS

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CONTACTS

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ORGANIZATIONAL STRUCTURE VISKALI UBILAB

See: VISKALI UBILAB functional and nominative organizational chart REF: DIR EN 004.

“Leading the company from efficiency to excellence...”

TOGETHER

ACTIVITIES AND AREAS OF EXPERTISE OF VISKALI COMPANY

The company’s policy regarding acceptance of services and products in response to customer requests considers the criteria of **feasibility**, **relevance of the request**, and **cost**, particularly in software design and development.

In the case of urgent customer requests, measures are taken based on available resources and competencies to ensure customer satisfaction.

Our services are structured around three main areas:

- Quality management
- GHT Project
- Software solutions

Quality management

- Support in implementing Quality Management Systems
- Training (QUALIOPI certification)
- Audits according to major quality standards

GHT Project

- Support for organization and restructuring of medical biology laboratories within the framework of Territorial Hospital Groups (GHT)

Business software

Provision of business software tailored to laboratory needs

- THESI SHOP: Equipment order management
- PLEVER: Method validation management
- VSTAFF: Skills, authorizations and training management
- @Audit: Internal audit management
- Inlog4QMS: Quality management software



QUALITY POLICY – MANAGEMENT COMMITMENT

The sustained and full satisfaction of our customers' needs and expectations constitutes the primary objective of our company. VISKALI UBILAB by Inlog, a consulting firm specializing in quality management in the healthcare sector and a software publisher, maintains and continuously improves a Quality Management System in accordance with the NF EN ISO 9001 standard. Its scope (boundaries and applicability) covers all company activities. There are no exclusions regarding the services provided. It takes into account the organization's context as well as the relevant requirements of interested parties.

Since June 2020, VISKALI UBILAB has held certification as a training provider in compliance with the French National Quality Framework (RNQ), namely the QUALIOPI certification.

This performance-based NF EN ISO 9001 standard enables us to enhance our efficiency and improve our organization through the deployment of a risk-based approach and the identification of opportunities for improvement.

We have defined a strategic framework and vision for the company, based on identified internal and external issues, including social and cultural aspects, competence management, governance, technology management, competition and market trends, economic and legal factors, regulatory and standards monitoring, and, more recently, environmental considerations in the context of climate change.

This vision is focused on the quality of our services and products, as well as on environmental responsibility, with the objective of ensuring the sustainability and development of our company. Within this framework, in 2022, our company, through its holding structure Hema Participations, joined the Inlog group.

Our strategic priorities are:

- To consistently ensure the satisfaction of our customers and partners
- To maintain control over our processes
- To enhance internal and external communication regarding customer needs and expectations
- To develop and sustain our expertise and competencies
- To grow the company through both organic and external development
- To address environmental challenges, particularly climate change

By pursuing these priorities, we aim to establish a relationship based on trust and performance with our customers and partners, while ensuring the effective operation of the company.

For the future of our company and the satisfaction of our customers, we expect all employees to actively contribute to this approach

Business Unit Director – Laboratory
Patrick VALLET



Patrick VALLET

QUALITY MANAGEMENT SYSTEM

The Quality Management System (QMS) implemented within VISKALI UBILAB complies with ISO 9001 and applies to all company activities. Based on a process approach and risk management, the QMS aims to continuously improve the company's effectiveness and efficiency.

