

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 2024:

- 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 5, 2024

BIKiNNOV / bikevalueinnovationcenter
association

Gil Nadais

(Executive Director of BIKiNNOV)