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	Process Owner: Quality Technician Management	Process Clients: CIBER Staff	Reference Document:	Revision Control	
			Rev. Nº	Date	Description
			1	15/1/11	Change in the management of CIBERsam
			2	15/1/12	Change in management
			3	4/6/14	Adaptation to a single centre CIBER
			4	21/11/17	Renaming of the centre
			5	07/03/23	Change in the CIBER's management
			6	08/10/25	Inclusion of the Commitment to sustainability and the 2030 Agenda (SDG)

The Quality Policy of the Technical Unit (hereinafter, "TU") of the Consorcio Centro de Investigación Biomédica en Red (hereinafter, "CIBER"), established by the CIBER's management, is summarised in the following points:

Customer Focus.

CIBER's customer are the various research groups and staff (researchers and technicians) integrated into the biomedical research network, providing them with personnel, administrative management, and payment and invoice management.

The staff of the TU of CIBER are aware of who their customers are and recognise the importance of understanding and meeting their current and future needs and expectations, in order to ensure the proper functioning and development of the entire CIBER.


Based on the determination of customer satisfaction, actions can be developed to continuously improve the services offered, addressing these new needs and expectations conveyed by them.

Leadership.

Quality can only be achieved when the entire organization moves forward together. Therefore, the management of the CIBER embraces the challenge of motivating and guiding the whole team, fostering leadership throughout the development of all processes and activities undertaken.

Staff Engagement.

The achievement, maintenance and continuous improvement of the desired quality level at CIBER can only be realised through the commitment and active participation of all staff, as well as the effective use of their creativity and skills.

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Engagement must be fostered by promoting and understanding of how individual contributions, information, communication, and leadership at all levels of the organisation impact the quality of the service provided.

Training and Resources.

To enhance staff development and skills, leading to more effective and efficient performance and fulfilling the ongoing commitment to quality, appropriate training activities will be planned and implemented.

These activities will address both initial and continuous training, whether related to quality management or aimed at promoting staff in their respective areas of work.

Management will allocate the necessary resources to ensure the proper delivery and utilisation of training, as well as the application of internally established work methods and technique. It will also support adaptation to emerging technologies in the market, with the aim of continuously improving internal work procedures.

Responsibility and Delegation.

Each employee is responsible for the proper execution of their assigned duties.

To this end, the management of CIBER delegates to each individual the authority necessary to carry out their responsibilities effectively, ensuring that the expected outcomes are achieved.

Document-Based Management System.


The identification of processes and their interactions, together with the standardisation of work methodologies, aims to deliver consistent services capable of satisfying customers, while preventing deviations from planned objectives.

Through the controlled execution of processes and the resulting records, data and information are generated regarding the effectiveness of the system, which can be analysed and used as a sound basis for decision making.

Continuous Improvement.

All staff at the TU of CIBER, regardless of their roles and responsibilities, must analyse the data available to them concerning the activities they carry out, in search of opportunities for improvement.

Only through the continuous improvement of processes, methods, and services, etc., can greater internal efficiency, a better response to customer expectations, and consequently, enhanced customer satisfaction be ensured.

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For this reason, continuous improvement must be a permanent objective for everyone, and must apply to all activities carried out within the TU.

Commitment to Compliance.

Both the management and staff of CIBER are committed to complying with all applicable legal and regulatory requirements.

Commitment to Sustainability and the 2030 Agenda.

The TU of the CIBER expresses its commitment to environmental protection, sustainability, and the integration of the Sustainable Development Goals (SDGs) of the 2030 Agenda into all its activities, management processes, and support functions.

This commitment is aligned with the guidelines of the Instituto de Salud Carlos III (ISCIII) and the expectations of relevant stakeholders. Within this framework the CIBER promotes the adoption of sustainable practices, the reduction of environmental impact, the promotion of energy efficiency, and the responsible use of resources, in line with the scope of our ISO 9001:2015 certification.

In addition, awareness-raising and training on sustainability and environmental matters will be encouraged among staff, with the aim of ensuring that the entire organisation actively contributes to achieving these goals.

Madrid, 8 October 2025



Ms Margarita Blázquez Herranz

Managing Director of the Consorcio Centro de Investigación Biomédica en Red