



WELCOME REMARKS BY Dr. UMAR MUSA, CHAIRMAN BOARD OF DIRECTORS AT THE 2023 QUALITY SUMMIT HELD AT MARYAM HALL, HAWTHORN SUITES, GARKI-ABUJA ON NOVEMBER 8, 2023

PROTOCOL

Distinguished guests, esteemed colleagues, and valued partners in the quest for excellence,

It is with great pleasure that I stand before you today at the QIIN Quality 4.5 Summit. We are gathered under the timely theme of "Quality Management for Business Growth, Competitiveness, and Consumer Satisfaction," a testament to our shared commitment to excellence in an era where quality is the cornerstone of trust and success.

Quality, a term as complex as the products and services it seeks to describe, represents the alignment of innovative production with stringent standards to meet the dynamic demands of our customers. Today, we converge to forge a future where our businesses not only survive but thrive on the principles of quality management.

We recognize that the pursuit of quality is a journey of continual improvement. It is a shared ambition with regulators and the



industry, reflecting our core mission to uphold standards that guarantee safety and efficacy for every batch of products released to the market. An effective quality management system (QMS) is not an option; it is a necessity.

Yet, we operate in times where challenges such as supply chain vulnerabilities and the risks of non-compliance are not just business concerns but also societal ones. As Deb Autor eloquently highlighted, every step in the supply chain is a potential risk factor. Our response is a vigilant and proactive approach to minimize these risks, ensuring that the pathway from raw materials to the consumer's hands is safeguarded with the highest standards of quality control.

In partnership with you, our esteemed stakeholders, QIIN stands committed to reinforcing the systems that underpin our industry's integrity. We acknowledge that policies and procedures are the lifeblood of robust QMS, and continuous improvement is the heartbeat.

Our summit's sessions are meticulously planned to challenge the status quo, inspire innovation, and promote a dialogue between



the regulator and the regulated, fostering a mutual understanding that ensures progress and protection for our consumers.

As we delve into the proceedings, I encourage you to embrace the collaborative spirit of this gathering, to share your expertise, and to seize the opportunity for growth. Let us use this platform to set new benchmarks for quality that echo our dedication to customer satisfaction and business excellence.

In conclusion, let us celebrate the pursuit of quality as a defining feature of our work. We at QIIN are here not only to support you but also to catalyze your journey towards excellence.

I thank each one of you for your commitment to these ideals and for the part you play in shaping a world where quality is not just expected but assured.

Welcome to the Quality 4.5 Summit. Let our conversations today illuminate the path to a brighter, safer, and more successful tomorrow.

Thank you.