

Quality is at the core of everything we do at Novartis, built into every step of our work.

Patients are counting on us to deliver breakthrough medicines to the highest quality standards, and we are committed to living up to their expectations.

Novartis Quality Policy

Our focus is on patients

Our decisions are guided by what is best for patients. Every day, we reimagine medicine together — advancing innovation and applying rigorous standards to support medicines that are safe, effective, and of high quality. We continually strengthen how we develop, manufacture, and deliver medicines to benefit patients and society.

We are guided by Quality principles

We are committed to conducting our business ethically and with integrity, complying with all applicable laws and regulations, and giving back to society. Quality is fundamental to how we work and is a shared responsibility across our organization. We maintain high quality standards through strong governance, continuous improvement, and a robust quality culture.

Quality creates value

A deep commitment to quality builds trust with patients, healthcare professionals, regulators, and partners. By embedding quality into our decisions, systems, and behaviors, we support operational resilience and responsible innovation. This commitment strengthens our ability to deliver medicines responsibly and to contribute to long-term sustainability and value for patients and society.

Vas Narasimhan

Chief Executive Officer, Novartis