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A Best Workplace and Most Customer Oriented Company

Quintiles Commercial Germany GmbH awarded repeatedly

Mannheim, 12. April 2010 – For the 6th time in a row the Mannheim Company *Quintiles Commercial Germany GmbH (until January 2010 Innovex GmbH)* was awarded as one of the Best Employers in Germany in the Great Place to Work benchmark competition. Practically at the same time the service company won a placement among the 50 best participants in the competition for Germanys Most Customer Oriented Service Companies“. Quintiles supplies the Healthcare Industrie worldwide with Clinical Research, Sales and Marketing as well as Consulting Services and Financial Concepts. Recently Quintiles with its four pillars Clinical, Commercial, Consulting and Capital has announced its new strategy under the tagline “Navigating the New Health“.

„In a market that brings new challenges for the healthcare companies as well as for all other stakeholders a good service company must show a very high degree of flexibility, innovative power and execution skills. As in a service company everything depends on the people doing the job, only the optimum balance between customer and employee orientation can help to fulfill these requirements. The high marks that employees and customers give us in these competitions go to show that we are doing well with this balance.“ Monika Beintner, Managing Director of Quintiles Commercial Germany GmbH, is convinced.

For 6 years the company has been participating in the benchmark competition for Germanys Best Employers and thus belongs to just 11 companies in Germany that have been awarded so often in a row. Since 2003 the yearly benchmark exercise is conducted by the Great Place to Work Institute Germany. The Great Place to Work Institute as an independent, international Research and Consulting institute supports companies worldwide with the development of a trusting and successful working culture. A number of other Quintiles companies are Best Workplaces in their respective country competitions as well as Best European Workplaces – an accolade that Quintiles Commercial Germany GmbH attained in 2007.

The competition Germanys Most Customer Oriented Service Companies on the other hand is conducted by the renowned market research institute Service Rating in cooperation with the University St. Gallen and a Hamburg consulting company. Just like the Great Place to Work competition the study is accompanied by the Handelsblatt as a media partner. The 7K model of the University St. Gallen as a scientifically built tool to evaluate customer orientation analyzes the 7 service categories Customer Orientation of management, Configuration of the services, Communication, Commercialization, Competence, Cooperation and Control.

„If 100% of our customer feel that our personnel is friendly, helpful and motivated and another 100% confirm that they are getting an overall good service quality this is a solid basis to further optimize in other categories. If our employees keep confirming for years with more than 90% that they are convinced that they have a very good working place at with us, this shows a continuity we can be proud of,” says Axel Tietz, Human Resources Director of Quintiles Commercial Germany GmbH. All in all the company thus feels very well positioned to accompany the healthcare industrie into The New Health landscape of today and the future.

About Quintiles

Quintiles is a fully integrated biopharmaceutical services company offering clinical, commercial, consulting and capital solutions worldwide. The Quintiles network of 23,000 engaged professionals in more than 50 countries around the globe works with an unwavering commitment to patients, safety and ethics. Quintiles helps biopharmaceutical companies navigate risk and seize opportunities in an environment where change is constant. For more information, please visit www.quintiles.com.