



PROMEDICA
INTERNATIONAL
A CALIFORNIA CORPORATION

PEOPLE • PROCESS • PERFORMANCE

WHAT SPONSORS SAY ABOUT WORKING WITH PMI

An important measure of PMI's success is evidenced by our mix of new projects— almost 90% of which come from repeat business and industry referrals. Clients and referral sources say they like working with us because of PMI's *priority service, extensive experience, responsiveness, professionalism and accountability.*

Following are examples of feedback we've received with respect to our services:

"The team has been incredibly prompt to respond, and has driven the timeline beyond expectation. Promedica has certainly gone the extra mile to educate us, identify gaps in our study plan, and suggest and implement corrective actions"...Director, Regulatory Affairs – start-up medical device company.

"Great results come from great people, great systems and great work. Between (sponsor name) and Promedica, we have the right mix. My compliments to all of you...for a job very well done. It is my honor and pleasure to work with each of you"...VP, Regulatory Affairs & Quality Assurance – global medical device company.

"...creative and thorough in all aspects of...work. Every project... quickly gains direction and momentum"... We were delighted with the under-budget financial closing"...Medical & Scientific Director and Clinical Affairs Director – global healthcare nutrition company.

"PMI has provided excellent service in all key areas. We hear reports regularly from investigators and coordinators that this is the most trouble free clinical trial they have seen...Costs are carefully tracked and reported... In the entire trial, there had not been an instance where the client was caught unaware of a problem because PMI failed to detect it and alert us" ...Director, Clinical Affairs – global ophthalmology company.

"Confidence [in PMI] and the ability to relax and have a hand's free approach helped keep our focus on other matters"...Regulatory Affairs Consultant, over-the-counter healthcare company.

"As a company which has not run its own clinical trial before, the advice offered by PMI was invaluable, and shed light on many issues (sponsor name) had not been aware of previously"...Project Coordinator, early-stage diagnostics company.

"Thank you for accommodating our needs and tailoring the GCP course to our clinician audience"...Program Director – regional medical center .

CLIENT ORIENTED. RESULTS DRIVEN.

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WHAT STUDY SITES SAY ABOUT WORKING WITH PMI

Effective clinical study management requires the development and implementation of study guidelines; site training programs; key performance indicator tracking systems; and ongoing communication with study sites, our clients and other necessary project vendors or consultants. PMI project teams accomplish these events using their knowledge, skill and sensitivity.

Through the efficient implementation of established systems and procedures, PMI strives to make study participation a positive experience for clinical study sites. When asked about their experiences with PMI, clinical sites rewarded our project teams with high ratings – 4.7 on a five-point scale*.

Following are examples of what they had to say:

“Overall I would say that PMI is an excellent company to deal with. They have been helpful and provided us with everything we needed to successfully participate in the study. All of the people I have had contact with are very friendly and professional.”

“I would highly recommend this group. Their dedication and consideration in all areas of the study have been wonderful”.

“Usually when I call with a question, I have the material...in front of me and want to resolve it straight away. I like the fact that, when I call PMI, the CRAs...know the answer and don't have to check and get back with me.”

“PMI has been very supportive and professional throughout the years we have been working on studies together.”

“PMI staff is outstanding... very thorough. Some nice compliments verbalized by the sponsor about our site are likely a reflection of the great service PMI provides. It's been a pleasure.”

“Love working with PMI! I feel like my studies...are very organized and ready for an FDA audit at any time. Thanks!”

“My calls and e-mails are always returned promptly. PMI is very thorough and patient with me.”

“I have appreciated all the assistance from the staff. Great people!”

“Very personable staff...very high standards.”

“All e-mails have been answered within a 24-hour period, most within the hour.”

“Everyone [at PMI] I talk to is extremely friendly! It has been a great pleasure working and learning from you”

*Results collected via annual satisfaction surveys during the years of 2005, 2006 and 2007.

CLINICAL SITE MANAGEMENT. YOUR SUCCESS IS OUR SUCCESS.

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