ISO20252 and our commitment to quality

This document was last updated on 4th October 2024.

Adelphi International Research LTD and Adelphi Research by Design LLC, trading as Adelphi Research, is committed to providing quality healthcare research to our clients.

Adelphi Research is a global market research consultancy. We provide market research services to pharmaceutical companies throughout the world.

Our ISO 20252 certification provides a framework to provide consistency, transparency and traceability and means that our clients can be confident in the research results.

Statement of Applicability (SoA) required for ISO 20252

Adelphi Research has elected to include Sampling, Fieldwork, Self-completion, and Data management and processing to be attested to this document in accordance with Annexes A, B, E and F. Adelphi Research has elected to exclude Annex C and D from the attestation.

Details of Adelphi Research attested annexes are described as follows:

ANNEX	ATTESTED	EXCLUDED	EXPLANATION
Annex A – Sampling including Access Panels	YES	Excluded: A.1.4, A.4.4, A.4.5, A.4.6	Access panels outsourced to approved preferred suppliers.
Annex B – Fieldwork	YES	Excluded: B.5.2, B.5.3, B.5.4	Data collection using a variety of qualitative and quantitative research methods, including by approved preferred suppliers. We do not perform data collection using CATI/predictive dialling/silent calls.
Annex C – Physical Observation	NONE	ALL	None conducted.
Annex D – Digital Observation	NONE	ALL	None conducted.
Annex E – Self Completion	YES	NONE	Self-completion methodologies, including online surveys, email surveys, postal surveys and other similar approaches, including by approved preferred suppliers.
Annex F – Data Management and Processing	YES	Excluded: F.2	Process, analyse and provide data outputs e.g. data processing, data cleaning, coding, tabulations, analytics, modelling, and reporting services including by approved preferred suppliers. These activities are project specific. We do not perform hard copy data entry.