

The Quality Policy of Micropathology Limited

Scope of the service:-

Micropathology Limited specialises in using the latest molecular techniques to provide a clinically supported service for rapid diagnosis and management of infectious and genetic disease. We also provide a human genetic profiling for relationship testing and human identification genetics service. Our staff undertakes biomedical research covering human and veterinary pathology. This includes contract research and clinical trials for external organisations, in concert with continuous in-house assay development.

The directors and staff of the company strive to provide the highest possible standards in all aspects of the company's activities. We welcome a continuing dialogue with our clients in any aspect of clinical diagnostic testing.

In order to provide these services, which meet or exceed the needs and requirements of its users and patients, the laboratory management team is fully committed to:

Providing the highest quality analytical pathology service by:-

- Upholding professional values and continuing commitment to good professional practice and conduct.
- Staff recruitment, training, development and retention at all levels to provide a full and effective service to its users.
- Ensuring the use of examination procedures used is the highest achievable quality and they are fit for intended use.
- Procuring and maintaining the most appropriate equipment and resources to enable the provision of quality examinations of specimens.
- Giving advice on the collection and handling of all diagnostic samples, (to minimise uncertainty of results), allowing the production of quality assured results in a timely, confidential and clinically useful manner.
- Ensuring laboratory staff are familiar with the contents of this Policy, the Quality Manual and all procedures relevant to their work.
- Ensuring samples are treated in the strictest of confidence and with due care and respect
- Regular assessments of the satisfaction of users and staff. (E.g. by feedback from meetings, service updates, Christmas letters and user information sheets).
- Participation in internal audit schemes.
- Participation in National and European standards of excellence relevant to our clinical diagnostic work.
- Compliance with all relevant local and national legislation, including environmental legislation.

Achieving continual quality improvement in all areas of the laboratory by:-

- Continually developing the Quality Management System to allow improvements to all elements of the diagnostic Service.
- Annually reviewing the performance of company over the previous year and subsequently setting quality indicators, objectives and plans for the future, which will be implemented to comply with this Quality Policy. These Quality Objectives are set at the Annual Management Review and are reviewed monthly at Laboratory meetings for progress.

- Following Caldicott principles and complying with the standards set by external organisations, e.g. ISO15189:2022, Health and Safety Executive, Human Tissue Authority.
- Regularly reviewing the effectiveness of the Quality Management System through regular internal auditing.

The health, safety, welfare and development of all Micropathology Ltd staff by:-

- Ensuring a friendly working environment to encourage the retention and recruitment of highly professional staff, committed to excellent professional practice.
- Regularly reviewing, by audit and inspection, compliance with the Department's health & safety procedures.
- Analysing incidents, complaints and accident reports, applying remedial, corrective and/or preventative actions as appropriate and reviewing these actions for effectiveness.
- Providing resources for training, education and development for all staff.

Treating all visitors and callers to the Department with courtesy and respect by:-

- Being helpful and polite and giving consideration to their health, safety and welfare whilst in the laboratory and office facilities.

Signed on behalf of Micropathology Ltd

Medical Laboratory Director.....

[contact Micropathology Ltd if signed copy is required]

Date.....