

**The Quality Policy of Laboratory Medicine**

The Directorate of Laboratory Medicine is committed to providing a service of the highest quality. In order to ensure that the needs and requirements of users are met, the Directorate of Laboratory Medicine will:

- consult with the users on a regular basis to ensure their needs and requirements are met
- set quality objectives and plan to implement and maintain this quality policy
- ensure that all personnel are familiar with this quality policy to ensure user's satisfaction
- operate a quality management system that integrates the processes required for the conduct of its examinations, documents its procedures and keeps records that provide evidence of the proper conduct of its activities
- commit to providing the accommodation and environment required for the provision of the service and to the health, safety and welfare of all its staff
- ensure that visitors to the department will be treated with respect and that due consideration will be given to their safety while on site
- uphold professional values and be committed to good professional practice and conduct

The Directorate of Laboratory Medicine will comply with the standards set by the various accrediting bodies and regulatory authorities that apply to the various services provided by Laboratory Medicine and is committed to the:

- recruitment, training, development and retention of staff at all levels in a manner that ensures that they are competent to be fully involved in its work
- procurement and management of its external services, equipment and other supplies in a manner that ensures the quality of its examination results
- collection, transport and handling of all patient samples in such a way as to ensure the correct performance of laboratory examinations
- use of cost effective examination procedures that will ensure the highest achievable quality of all examinations performed
- reporting of results of examinations in a manner which ensures their timeliness, accuracy and clinical usefulness and maintains confidentiality
- evaluation and continual improvement of the service it provides to its users
- compliance with all relevant environmental legislation, particularly that pertaining to waste management

Signed on behalf of the Directorate of Laboratory Medicine

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Dr. Neil Todd – Clinical Director

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