

Appendix 1

WILLINK LABORATORY QUALITY POLICY

The Quality Policy of the *Willink Biochemical Genetics Unit* is given below

The Willink Laboratory is committed to providing a high quality service and considering the requirements of its users

To meet the needs of users, the Willink Laboratory will:

- Operate a quality management system to integrate the organisation, procedures, processes and resources.
- Set quality objectives and plans.
- Ensure all personnel are familiar with this policy
- Commit to the health, safety and welfare of all staff.
- Ensure visitors are treated with respect and consideration given to their safety.
- Uphold professional values and commit to good professional practice.
- Comply with Environmental legislation.

The Laboratory will comply with standards set by the CPA Trust Ltd accreditation system and commit to:

- Staff recruitment, training, development and retention at all levels to provide an effective service to users.
- The proper procurement of equipment and other resources.
- The collection, transport and handling of all specimens in such a way as to ensure correct performance of examinations.
- The use of examination procedures that will be the highest quality for all tests performed.
- Report results of examinations in such a way as to be timely, accurate, confidential and clinically useful.
- Recommend appropriate use of tests.
- Develop new treatments by participating in clinical trials.
- Undertake a reference laboratory role on national and international level.
- Provide information on treatment and research.
- Integrate research and service activities.

Assessment of user satisfaction together with internal audit and external quality assessment will be used to implement continuing quality improvement.

The Laboratory Head has overall responsibility for implementing the quality policy in the laboratory.

The Quality Manager has overall responsibility for the control of quality and shall advise on and monitor all aspects of quality within the laboratory.