

2. QSE: Quality Policy

This laboratory is committed to the following principles:

<p>Excellence</p> <ul style="list-style-type: none"> • Compliance with ISO15189 2012 requirements for laboratory management and quality, as demonstrated by internal audit and external quality assurance • Compliance with the National Health Service Standards 	<p>Service</p> <ul style="list-style-type: none"> • Timely, accurate and appropriate diagnostic services without interruption • Quality, accurate and reliable laboratory results • Laboratory staff who adhere to the vision and key objectives of the Pathology Laboratory • Good customer service
<p>Teamwork and competence</p> <ul style="list-style-type: none"> • A strong collaborative approach with clinicians • Provision of continuing education and support for staff professional development of all cadres • Provision of effective training and competency assessment for staff 	<p>Integrity</p> <ul style="list-style-type: none"> • Management that avoids conflicts of interest and maintains transparency in all contracts and dealings • Management that follows proper staff recruitment processes • Staff who comply with the Laboratory Code of Ethics

Printed date:	
Authorised by:	
Date:	Signed:

The printed authorised copy is placed on the laboratory staff noticeboard.