



The European Molecular Genetics Quality Network

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## QUALITY POLICY

The European Molecular Genetics Quality Network (EMQN) is committed to helping ensure diagnostic molecular genetic laboratory test results are accurate, reliable and comparable wherever they are produced. The EMQN will provide a high quality and timely service which takes into account the needs and requirements of its users.

### Our commitment to quality.

The EMQN will:

- establish and operate a quality management system designed to integrate the organisation, its processes, procedures and resources;
- set quality objectives and plans in order to implement this quality policy;
- ensure that all personnel are familiar with this policy, the quality manual and all procedures relevant to their work;
- commit to the health, safety and welfare of all its staff and visitors by providing a safe working environment;
- uphold professional values and be committed to good professional practice and conduct.

The EMQN will comply with the following standards as required by the United Kingdom Accreditation Service (UKAS):

- ILAC G13 / ISO Guide 43-1
- ISO 15189 / 17025 (where relevant)

EMQN is committed to:

- supporting its staff to ensure it provides a full and effective service to its users;
- the proper procurement and validation of EQA resources so as to ensure their correct performance in external laboratory examinations;
- appropriate handling and distribution of EQA resources to ensure they meet the needs of the users in a timely fashion;
- the reporting of EQA results in ways which are timely, confidential and accurate;
- the assessment of user satisfaction and internal audit in order to produce continual quality improvement.
- complying with current environmental legislation.

**Signed on behalf of EMQN**

**Date:** 8<sup>th</sup> July 2010

**EMQN Executive Administrator**

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