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## Quality policy of the Regional Genetics Laboratories, Liverpool Women's Hospital

The Regional Genetics Laboratories (Cytogenetics and Molecular Genetics) are both committed to providing a service of the highest quality and are aware of, and take into consideration, the needs and requirements of their respective users.

In order to ensure that the needs and requirements of their users are met, the two laboratories will:

- operate a quality management system to integrate the organisation, procedures, processes and resources.
- set quality objectives and plans in order to implement this quality policy.
- ensure that all personnel are familiar with this quality policy to ensure user satisfaction.
- commit to the health, safety and welfare of all laboratory staff. Visitors to the department will be treated with respect and due consideration will be given to their safety while on site.
- uphold professional values and be committed to good professional practice and conduct.

The two laboratories will comply with standards set by CPA(UK) Ltd and are committed to:

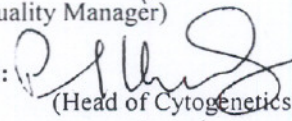
- staff recruitment, training, development and retention at all levels to provide full and effective services to their users
- the proper procurement and maintenance of such equipment and other resources as are needed for the provision of their services
- the collection, transport and handling of all specimens in such a way as to ensure the correct performance of all laboratory examinations
- the use of examination procedures that will ensure the highest achievable quality of all tests performed
- reporting results of examinations in ways which are timely, confidential, accurate and clinically useful
- the assessment of user satisfaction, in addition to internal audit and external quality assessment, in order to produce continual quality improvement.

Signed:

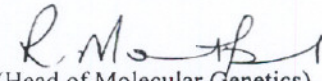
  
(Quality Manager)

Date 11<sup>th</sup> Dec 2003.

Authorised:

  
(Head of Cytogenetics)

Date 11/12/2003

  
(Head of Molecular Genetics)

Date 11/12/03