

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

The Regional Genetics Laboratories (Cytogenetics & Molecular Genetics) provide a wide range of cytogenetic, molecular cytogenetic and molecular genetic testing services to the Cheshire and Merseyside Healthcare region\*. Through its inclusion in the United Kingdom Genetic Testing Network (UKGTN) the Molecular Genetics laboratory receives samples from across the UK and accepts international referrals for a number of its specialist molecular genetic services. Both laboratories are committed to providing a high quality service that takes into account and aims to meet the needs and requirements of its users.

In order to ensure that the needs and requirements of users are met the laboratories shall:

- Operate a quality management system, which integrates the organization, procedures, processes and resources of the laboratories and which facilitates the setting of quality objectives aimed at achieving continual improvement of laboratory services to ensure user satisfaction.
- Ensure that all laboratory personnel are familiar with this quality policy and all procedures relevant to their employment and duties.
- Commit to the health, safety and welfare of all laboratory staff and visitors to the laboratories.
- Seek to ensure that all visitors to the department are treated with respect and due consideration.
- Show commitment to professional values, good practice and conduct and adherence to relevant statutes and guidelines.
- Comply with relevant environmental legislation and seek to minimise any potential or actual detrimental impact its activities have on the environment.

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

- The recruitment, induction training and continual development of staff at all levels as necessary to provide a full and effective service to their users.
- The proper procurement and management of fiscal and material resources necessary for the provision of their services
- Ensuring the proper collection, transport, storage and handling of all samples in order to allow the correct performance of all their 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, accurate, confidential and clinically useful.
- The use of internal audit, external quality assessment and the evaluation of user satisfaction in order to achieve continual quality improvement.

Agreed and Signed:  (Quality Manager)

 (Head of Cytogenetics)

 (Head of Molecular Genetics)

Date: 13 October 2005

\* Details of the laboratory testing repertoires can be found in the respective 'Information for Users' leaflets and the laboratory and UKGTN web sites: <http://www.lwh.me.uk/html/genetics.php> and <http://www.ukqtn.nhs.uk/gtn/Home>.