

Document Code:	QPOL/DRM/AND/1	Date of Issue:	07/08/23
Version Number:	12		

Andrology Laboratory Quality Policy

The Andrology Laboratory within the Department of Reproductive Medicine is committed to providing a service of the highest quality.

To ensure that the needs and requirements of users are met, the Andrology laboratory will:

- *Consult with the users on a regular basis to ensure that their needs and requirements are met.*
- *Set quality objectives and plan to implement and maintain the quality policy.*
- *Ensure that all personnel are familiar with this quality policy to ensure users' satisfaction.*
- *Operate a quality management system that integrates the process required for the conduct of its examinations, documents its procedures, and keeps records that provide the proper conduct of its activities.*
- *Commit to providing the accommodation and environment required for the provision of the service and to the health, safety, and welfare of all its staff.*
- *Ensure that visitors to the department will be treated with respect and that due consideration will be given to their safety while on site.*
- *Uphold professional values and be committed to good professional practice and conduct.*

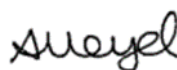
The Andrology laboratory will comply with standards set by the 'Ideal Standard' which is currently BS EN ISO 15189:2012 and is committed to the:

- *Recruitment, training, development, and retention of staff at all levels in a manner that ensures that they are competent to be fully involved in its work.*
- *Procurement and management of its external services, equipment and other supplies in a manner that ensures the quality of its examination results.*
- *Collection, transport, and handling of all patient samples in such a way as to ensure the correct performance of laboratory examinations.*
- *Examination procedures are fit for intended use and will ensure the highest achievable quality of all examinations performed.*
- *Reporting of results of examinations in a manner which ensures their timeliness, accuracy and clinical usefulness and maintains confidentiality.*
- *Evaluation and continual improvement of the service it provides to its users.*

Signed on behalf of the Department of Reproductive Medicine;



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