

The Quality Policy of the NHS Greater Glasgow & Clyde
Histocompatibility and Immunogenetics Service

The H&I Laboratory is committed to providing its users with the highest quality and standard of service within the framework of the NHS Greater Glasgow and Clyde Policies and Procedures. In order to accomplish this, the laboratory will:

- provide a supra-regional, highly specialised, technical, scientific & clinical service in support of solid organ and haematopoietic stem cell transplantation and tests for a number of susceptibility genes as an aid to disease diagnosis
- operate a quality management system that will integrate and control the organisation, policies, procedures, processes and resources
- set quality objectives and plans in order to implement and maintain this Policy, whilst ensuring continual quality improvement
- ensure that all laboratory personnel are familiar with this policy, the Quality Manual and all relevant procedures
- commit to the health, safety and welfare of all staff and visitors
- uphold professional codes and values and commit to good professional practice and conduct

The Laboratory will implement and comply with standards set out by local, national and international regulatory bodies such as United Kingdom Accreditation Services and the European Federation of Immunogenetics . The laboratory is committed to:

- staff recruitment, training, development and retention at all levels in order to provide a full and effective service to its users
- the proper procurement and maintenance of equipment and other resources as needed for service provision
- the collection, transport and handling of all specimens to ensure the correct performance of laboratory examinations and the safety of handlers
- the use of examination procedures that will ensure the highest achievable quality of all tests performed
- reporting results of examinations in a manner that is timely, confidential, accurate and clinically useful
- auditing the needs of users; internal laboratory audits and external quality assessment as part of continual quality improvement
- disposal of waste material and reagents as outlined by local Hospital guidelines and in conformity with environmental legislation
- performing duties as would befit a centre of excellence in the specialised field of Histocompatibility and Immunogenetics

Signed on behalf of the
 NHS GGC Histocompatibility and Immunogenetics Service

<i>Ann Little</i>	Dr Ann Margaret Little (Head of Laboratory)
25 th April 2018	Date