

Quality Management

The Laboratories uphold the principles of continuous improvement to all of its services with the patient at the heart of all practices. There are comprehensive and robust Quality Management Systems in place to underpin this principle and to ensure the highest possible standards of performance excellence are achieved and they are tested by regular internal audit programmes, assessment by external accreditation organisations and quality peer proficiency review (External Quality Assurance) provided by accredited schemes where possible. There are written policies and standard operating procedures that guide practices and these are subject to regular review by competent and qualified practitioners to ensure consistency of approach and validity of process. Tests performed are subjected to regular validation and verification process to ensure that they continue to meet the expectations of our service users and customers are surveyed periodically to gauge satisfaction and allow corrective actions to be formulated where we fail to meet requirements.