* 1. **QUALITY POLICY [ISO 15189:2012 Clause 4.1.2.3]**

The Newcastle upon Tyne Hospitals NHS Foundation Trust Department of Microbiology and Virology Services – from now on “the Department” - is committed to providing a service of the highest quality and shall be aware and take into consideration the needs and requirements of its users.

The department intends to provide a comprehensive clinical and scientific service to all of its users. The scope of the service is to provide bacteriology and virology to the Trust and wider community of Newcastle. In order to ensure that the needs and requirements of users are met the Department will:

* Operate a quality management system to integrate the organization, 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 and quality manual to ensure user satisfaction.
* Commit to the health, safety and welfare of its staff. Visitors to the Department will be treated with respect and due consideration will be given to their safety while on site.
* Uphold professional leadership and behaviours and commitment to good professional practice and conduct.
* Ensure compliance with all relevant environmental legislation.

The Department will comply with the standards set by ISO and is committed to:

* Staff recruitment, training, development and retention at all levels to provide a full and effective service to its users.
* The proper procurement and maintenance of such equipment and other resources as are needed for the provision of the service.
* The collection, transport and handling of all specimens in such a way as to ensure the correct performance of laboratory examinations.
* The use of laboratory procedures that will ensure the highest achievable quality of all tests performed and services provided.
* Reporting results of examinations that 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.
* The continual compliance with ISO 15189:2012 accreditation standards.

Signed by……………………………………………………………….Consultant Head of Department