

QUALITY POLICY

PHE Malaria Reference Laboratory & Diagnostic Parasitology Laboratory at the London School of Hygiene & Tropical Medicine

“Our policy is to offer a first class diagnostic and reference facility for malaria and other parasitic infections. We are also strongly committed to active research into parasites and their diagnosis and to the provision of training for pathology staff, other healthcare professionals and those working in the control of infectious diseases.”

The MRL and the DPL are committed to providing a service of the highest quality and shall be aware of and take into consideration the needs and requirements of users.

In order to ensure that the needs and requirements of users are met, the MRL and the DPL will:

- operate a quality management system to integrate the organisation, procedures, processes and resources.
- establish and regularly review quality objectives and plans in order to implement this quality policy.
- ensure that all personnel are familiar with this quality policy, the quality manual and all relevant procedures to ensure user satisfaction.
- commit to the health, safety and welfare of all staff and visitors to the laboratory.
- uphold professional values and be committed to good professional practice and conduct.

The MRL and the DPL shall comply with ISO 15189:2012 standards and are committed to:

- staff recruitment, training, development and retention at all levels to provide a full and effective service to users
- the proper procurement and maintenance of such equipment and other resources as are needed for the provision of the service
- the handling of all specimens in such a way as to ensure the correct performance of 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, 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.
- compliance with relevant environmental legislation