QUALITY POLICY

UKHSA 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 and patients.

To ensure that the needs and requirements of users and patients are met, the MRL and the DPL will:

- operate and maintain a quality management system to integrate the organisation, procedures, processes and resources
- establish and regularly review quality objectives and plans to implement this quality policy
- ensure that all personnel are familiar with the quality management system including 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, with consideration to patient safety at the forefront

The MRL and the DPL shall comply with ISO 15189:2022 standards and are committed to:

- staff recruitment, training, development and retention at all levels to provide a full and effective service to meet the needs of users and patients
- the proper procurement and maintenance of equipment, reagents and other resources as are needed for the provision of the service
- the respectful handling of all specimens in such a way as to ensure the correct performance of laboratory examinations
- the use of examination procedures that fulfil their intended use and 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, to provide continual quality improvement
- establishment and monitoring of key quality indicators to evaluate performance throughout pre-examination, examination and post-examination phases
- compliance with relevant environmental legislation

Signed on behalf of the MRL & DPL

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Prof. Peter Chiodini
Director
Date....17th April 2025

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Claire Rogers
Principal Biomedical Scientist
Date....17th April 2025