

Title: Quality Policy

Filename: OEM2

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Occupational and Environmental Medicine Laboratory Service

1 QUALITY POLICY (4.3.1, 5.2)

The quality policy of the Occupational and Environmental Medicine Laboratory Service is described below and is also published as a separate controlled document (OEM 2) and displayed in the laboratory.

- The laboratory provides a specialist bespoke service to assist in the accurate diagnosis of occupational lung disease.
- The objectives of the laboratory service are developed from the requirements of the occupational health community, Royal Brompton and Harefield Hospitals (GSTT), Imperial College as well as our own internal requirements defined by management.
- The laboratory service will be responsive to the changing needs of its clients, and quality objectives will be revised annually following weekly, monthly and annual management review.
- Our mission is to meet, or exceed our clients' requirements and expectations by providing accurate diagnostic assays, specialist advice on diagnostic assays and interpretation of results, relevant information on our website and the provision of information and training to our clients within the occupational health community.
- The management are committed to ensure compliance with the requirements of the quality management system. It is a requirement that all personnel familiarise themselves with the relevant documentation, as described in the quality manual (OEM1), and implement the policies and procedures in their work.
- The laboratory service is client focused and is reviewed by management on a weekly, monthly and annual basis (OEM 5, 13) to assess the suitability and effectiveness of the quality management system and to continually improve the service.