

## Scope

This policy provides a framework for establishing and reviewing quality objectives, encompassing the diagnostic analytical, interpretive and advisory services of the All Wales Genomics Laboratory (AWGL) which is part of the All Wales Medical Genomics Service (AWMGS) Directorate.

## The Policy

The AWGL is committed to providing a service of the highest quality, and will be aware of, and take into consideration, the needs and requirements of its users. To ensure that the needs and requirements of users are met, the AWGL will:

- operate a quality management system to integrate its organisation, procedures, processes and resources to meet the needs of users and ensure user satisfaction;
- set and periodically review objectives and plans to implement this policy and achieve continual improvement;
- monitor the quality objectives and plans, prioritising actions based on highest risk, with defined outcomes;
- ensure that all personnel are familiar with this policy, the quality manual and all policies and procedures relevant to their work;
- commit to the health, safety and welfare of all its staff, and all those who visit its premises or use its services;
- uphold professional values and be committed to good professional practice and conduct;
- comply with all relevant environmental legislation;
- participate in the quality review process, as part of the wider UHB governance structure. To provide data, metrics, key performance indicators for analysis to ensure continuing suitability, effectiveness and promote sustainability.

The AWGL currently complies with the Medical Laboratory – requirements for quality and competence, ISO 15189:2012 accredited by United Kingdom Accreditation Service (UKAS), the Human Tissue Act 2004 and other appropriate standards and codes of practice as part of the wider organisation.

The Laboratory will review this policy a minimum of annually as part of the management review to ensure its continuing suitability and to ensure it is aligned with the needs of service users and the regulatory and/or accreditation requirements. The All Wales Genomics Laboratory is committed to:

- the recruitment, training, development and retention of staff at all levels to provide a full and effective service to users;
- the proper procurement and maintenance of equipment and other resources which are needed for the provision of the service;
- the collection, transport, handling and storage of all specimens in such a way as to ensure the correct performance of laboratory examinations;
- the collection, transport, handling and storage of all blood and other biological samples in such a way as to ensure that safety and quality are not compromised;
- the use of examination procedures that will ensure the highest achievable quality of all tests performed that are fit for the intended purpose and suitable for clinical application through periodic review;
- reporting results in ways which are timely, confidential, accurate and clinically useful;
- assessment of user satisfaction, internal audit and external quality assessment, in order to produce continual quality improvement.

## Signed on behalf of the All Wales Medical Genomics Service

Sian Morgan Head of Laboratory			
Date	13/10/2021	Signature	
Clive Morgan Managing Director			
Date	13/10/2021	Signature	