QUALITY POLICY

UK NEQAS ICC & ISH is a quality assessment scheme for the control of staining and demonstration of antigens in tissue sections, cell lines, cytospins, cell blocks and/or cell smears.

UK NEQAS ICC & ISH offer a comprehensive and confidential evaluation of the quality of staining achieved with a number of differing antibodies and tissue sections.

The Service is available to private, NHS, commercial or a state controlled body; it currently attracts members from over 50 different countries and welcomes participation from non-UK as well as UK based laboratories.

The UK NEQAS ICC & ISH is committed to providing a service of the highest quality and shall be aware of and take into consideration the needs and requirements of all its participants.

In order to ensure that the needs and requirements of users are met, the Scheme undertakes to develop continual quality improvement by:

- Operating a Quality Management System to integrate the organization, procedures, processes and resources.
- Setting quality objectives and plans in order to implement this Quality Policy.
- Ensuring that all personnel are familiar with this Quality Policy, and participate in quality improvement activities.
- Producing a Quality Manual and ensuring that all personnel have read, understood and are familiar with it’s contents
- Fostering an open ‘no blame’ culture to encourage personnel to discuss non-conformity issues in order to improve the service provided.
- Seeking continuous improvement in the lines of communication both internally and with Scheme participants and other interested parties
- Continually improving the effectiveness of the Quality Management System by means of the above
- Committing to the health, safety and welfare of its entire staff. Visitors will be treated with respect, and due consideration will be given to their safety while on site.
- Ensuring that all documentation is available at the point of use and that all obsolete documentation is removed from circulation.
- Giving primary consideration to the needs of users, confidentiality, and ensuring that improper internal or external commercial, financial or other pressures does not affect the performance of the Scheme.
- Upholding the very highest professional values and committing to good professional practice and conduct.
UK NEQAS-ICC & ISH will comply with the Standards for EQA Schemes and is committed to:

- Staff recruitment, training, development and retention at all levels to provide a full and effective service to its participants.
- The proper procurement and maintenance of such equipment and other resources as are needed for the provision of the Scheme.
- Providing sufficient conveniently located space for the various activities of the Scheme.
- The collection, transport and handling of all materials in such a way as to ensure the correct performance of all assessments.
- Reporting results in ways which are timely, confidential, accurate and informative.
- The systematic audit and assessment of all aspects of its operations, including participant satisfaction, in order to determine its compliance with stated quality objectives and to produce continual quality improvement.
- Compliance with environmental legislation, both local and national.
- Compliance with statutory and regulatory requirements.
- Compliance and awareness of local (UCL host) policies.
- Compliance with BS EN ISO/IEC 17043:2010 General requirements for proficiency testing.

Signed

Keith Miller.
UK NEQAS ICC & ISH Scheme Director.

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Revision History
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