

---

---

## QUALITY POLICY

---

---

**The UK NEQAS ICC & ISH is committed to providing worldwide external quality assessment and proficiency testing for Immunocytochemistry and In Situ Hybridisation and endeavours to take into consideration the needs and requirements of its participants in all aspects of their specialist modules and to deliver a service of the highest quality.**

**To ensure that the needs and requirements of users are met, UK NEQAS ICC & ISH aim to develop continual quality improvement by:**

- Committing to working in compliance with BS EN ISO/IEC 17043:2010 standards.
- Operating a Quality Management System to integrate the organisation, 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 its contents.
- Seeking continuous improvement in the lines of communication both internally and with Scheme participants and other interested parties.
- 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.
- 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 appropriate procurement and maintenance of equipment and other resources as are needed for the provision 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, statutory and regulatory requirements and awareness of local policies.

- The continuous improvement of all processes involved in the provision of a high quality external assessment and proficiency testing scheme.

Signed



Andrew Dodson  
UK NEQAS ICC & ISH Scheme Director.

Date: January 2019