

Veterinary Services' Quality Policy

We are committed to ensuring that our Quality Management System continues to comply with the requirements of BS EN ISO 17025:2017 with the regular review of our quality objectives and the continuous improvement of our systems, which will be led and directed by management within SRUC Veterinary Services.

We shall achieve this by developing in all staff a culture that ensures individual commitment to meeting client satisfaction and quality driven delivery of service that ensures that the aims and objectives of the organisation continue to be met.

We aim to:

1. ensure the requirements of BS EN ISO 17025:2017 General Requirements for the Competence of Testing and Calibration Laboratories are implemented
2. ensure our services are compliant with our published Standards of Service and adhere to those defined by statutory and regulatory requirements
3. ensure the procedures selected are validated and fit for purpose, to maximise the accuracy and reliability of our testing and reports
4. achieve a work environment that is professional, creative and collegiate in accordance with the organisation's RISE values
5. ensure that management communicate the requirements of the Quality Management Systems to staff outlining their roles and responsibilities in terms of its implementation and maintenance, while also ensuring that sufficient resources are in place to effectively maintain the Quality Management System

This incorporates:

1. ensuring the continued development and risk management for the implementation and maintenance of the quality system and to continually seek improvements in its effectiveness
2. ensuring that all testing work that is performed internally is conducted in an unbiased and impartial manner, using sound scientific judgement
3. meeting customers' expectations in line with the SRUC Veterinary Services' standards of service
4. ensuring full traceability throughout the sample handling process and to ensure sample handling procedures and environmental conditions do not affect results
5. using internal audits to ensure the quality system continues to comply with requirements
6. ensure problems are investigated promptly, the root cause established, and effective action taken to prevent a recurrence
7. seeking to improve communication (internal and with clients) to ensure information is made available to those who need it
8. monitoring subcontractors and suppliers to ensure quality standards are not jeopardised

Quality is everyone's responsibility

Signed: *Jill Thomson*

Dated: 26/05/2023