



The Quality Policy of the National Centre for Medical Genetics

The National Centre for Medical Genetics (NCMG) seeks to provide a comprehensive service for all patients and families in the Republic of Ireland affected by, or at risk of a genetic disorder. The NCMG is committed to providing a service of the highest quality and shall be aware and take into consideration the needs and requirements of its users throughout Ireland. In order to ensure that the needs and requirements of users are met, the NCMG will:

- Operate a quality management system to integrate the organisation, procedures, processes and resources.
- Set quality objectives and plans in order to implement this quality policy.
- Ensure that all personnel are familiar with this quality policy and the Quality Manual to ensure user satisfaction.
- Provide a quality clinical genetics service which addresses the needs of families attending the clinics of the NCMG.
- Commit to the health, safety and welfare of all its staff. Visitors to the Centre will be treated with respect and due consideration will be given to their safety while on site.
- Commit to relevant environmental legislation.
- Uphold professional values and be committed to good professional practice and conduct.

The National Centre for Medical Genetics will comply with standards set by CPA (UK) Ltd and is committed to:

- Staff recruitment, training, development and retention at all levels to provide a full and effective service to its users.
- The proper procurement and maintenance of such equipment and other resources as are needed for the provision of the service.
- A family-focussed clinical genetics service delivering genetics care to the highest standards.
- The handling of all specimens by the NCMG in such a way as to ensure the correct performance of laboratory examinations.
- The use of examination procedures that will ensure the highest achievable quality of all tests performed.
- Reporting results of examinations in ways which are timely, confidential, accurate and clinically useful.
- The assessment of user satisfaction, in addition to internal audit and external quality assessment, in order to produce continual quality improvement.

Important note: The complete history of this document including its owner, author and revision date can be found on Q-Pulse			
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Document Number: DOC8	Date Printed:14.01.2010	Page 1 of 1	Revision Number: 5
Approved by NCMG management Signature: Prof Andrew Green			