



## National Centre for Medical Genetics Dublin, Ireland

### 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 made up of three genetic divisions comprising a fully integrated national genetics service which serves a population of approximately 4.6 million in the Republic of Ireland. The scope of each division is as follows;

1. Clinical Genetics; The Clinical Genetics service sees families and children at risk of or affected by a condition with a major genetic component
2. Cytogenetics; The Cytogenetic laboratory offers a service that provides karyotypic analyses by conventional and molecular techniques for both pre- and post-natal constitutional genetic-related disorders and haematology-oncology related disease.
3. Molecular Genetics; The Molecular Genetics laboratory provides a DNA-based testing and test referral service for genetic disorders.

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
- 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 and visitors to the Centre
- Adhere to relevant environmental legislation
- Uphold professional values and be committed to good professional practice and conduct

The NCMG will comply with laboratory standards set by ISO 15189, 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
- 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

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