

Quality Policy

The [Lab Name] is committed to continual improvement of processes and services to achieve on-going customer satisfaction. It is therefore our policy to:

- Consistently provide quality testing services are supported by quality control data and documented laboratory testing procedures that conform to both customer and regulatory requirements
- Provide timely reporting of laboratory tests to our customers, partners, and regulatory authorities
- Maintain a CLIA Certificate of Compliance from through successful biannual surveys conducted by representatives from the Centers for Medicare and Medicaid Services (CMS).
- Maintain successful participation in the proficiency testing programs approved by Centers for Medicaid and Medicare Services (CMS) and Centers for Disease Control (CDC).
- Ensure that all personnel are qualified and competent for the tests that they perform and that all personnel familiarize themselves with quality system documentation in order to implement the policies and procedures in their work, professionally and effectively perform testing services to produce accurate and precise results.
- Consistently comply with all regulatory requirements to ensure quality testing services and to continually improve the effectiveness of the quality management system. It is the [Lab Name's] goal to encourage active participation of all employees in quality planning and continual improvement efforts.