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QUALITY POLICY

ERNDIM is committed to helping ensure diagnostic biochemical genetic laboratory test results are accurate, reliable and comparable wherever they are produced. ERNDIM will provide a high quality and timely service which takes into account the needs and requirements of its users.

Our commitment to quality

ERNDIM will:

- establish and operate a quality management system designed to integrate the organisation, its processes, procedures and resources;
- set quality objectives and plans in order to implement this quality policy;
- ensure that all personnel are familiar with this policy, the quality manual and all procedures relevant to their work;
- commit to the health, safety and welfare of all its staff and visitors by providing a safe working environment;
- uphold professional values and be committed to good professional practice and conduct.

ERNDIM will ensure compliance with UK's Data Protection Act 2018 which is the UK's implementation of the EU Regulation 2016/679 – the General Data Protection Regulation 2016 ("GDPR").

- Establishing a framework to ensure ERNDIM meets its obligations under the regulations guided by the six data protection principles: to ensure data is processed fairly, lawfully and in a transparent manner, used only for limited, specified stated purposes and not used or disclosed in any way incompatible with those purposes, that data is adequate, relevant, limited to what is necessary, accurate and, where necessary, up to date, that data is not kept for longer than necessary and kept safe and secure.
- Establishing policy & procedures for data management, storage, processing & validation.

ERNDIM will comply with the ISO/IEC 17043: 2023 standard as assessed by the United Kingdom Accreditation Service (UKAS).

ERNDIM may require subcontractors to comply with relevant clauses of the following standards:

- ISO/IEC 15189 / 17025 / 13485 (where relevant)

ERNDIM is committed to:

- supporting its staff to ensure it provides a full and effective service to its users;
- the proper procurement and validation of EQA resources so as to ensure their correct performance in external laboratory examinations;
- appropriate handling and distribution of EQA resources to ensure they meet the needs of the users in a timely fashion;
- the reporting of EQA results in ways which are timely, confidential and accurate;
- the assessment of user satisfaction and internal audit in order to produce continual quality improvement;
- complying with current environmental legislation.

Signed on behalf of ERNDIM

Date: 06 August 2026

Dr Rafa Artuch,
Chair, ERNDIM Executive Committee

END