

1 Quality Assurance Policy Statement of the Biosecurity Queensland Veterinary Laboratories Quality Management System (VLQMS)

VLQMS is committed to the principles of quality in its management and in its delivery of professional veterinary analyses, interpretation, advice and research. Policy and guidance is provided by the VLQMS Review Panel.

VLQMS Quality Commitment:

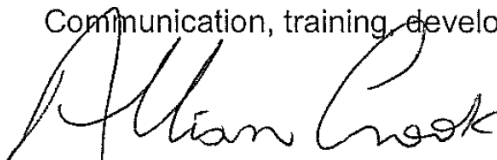
- ☞ Total client (government, industry and community) satisfaction and focus
- ☞ Timely service
- ☞ Correct application of scientific principles to improve the knowledge of
 - *analytical testing for the surveillance of endemic, emerging and exotic animal pest and diseases, thus minimising adverse impact on community and animal industries*
 - *animal health management*
 - *animal pathogens*

Commitment achieved through:

- NATA accredited methodology and adoption of international Quality standards for the competence of testing laboratories (ISO/IEC 17025).
- Testing conducted in accordance with the procedures of the Quality system (including the respective methods manual and client requirements).
- sound scientific methodology
- planning and review, auditing
- documentation
- staff training and awareness programs
- Introduction of a quality systems approach to laboratory management
- Continuous (Kaizen) improvement - esp. focus upon knowledge, method validation, specialist skills, expertise, analytical confidence limits
- Quality control (including statistical control)
- proficiency testing programs
- corrective and preventive action
- empowerment of staff

Further VLQMS Quality attributes:

- ✓ Integrity, Confidentiality
- ✓ Plan, Do, Check, Act approach
- ✓ Dissemination of information, explained in a language conducive to the client
- ✓ Creativity, innovation, flexibility
- ✓ Communication, training, developmental, environmental & safety foci



Chief Veterinary Officer and General Manager,
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