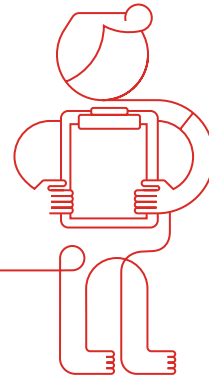


Quality Policy



Management and staff of SANBS are committed to a Quality Management System to ensure that high quality products and services are provided to our customers.



Quality is achieved by:

- Integrating quality principles in business and strategic plans.
- Complying with the requirements of the authoritative 'Standards of Practice for Blood Transfusion in South Africa', 'South African Requirements for Accreditation: Blood Transfusion Services' and relevant international standards and to continually improve the effectiveness of the management system.
- Implementing new standards and maintaining current standards to continually improve the Quality Management System that incorporates current Good Manufacturing Practice and Good Laboratory Practice.
- Measuring the compliance of the Quality Management System through quality assessment schemes, internal quality audits, accreditation and by responding appropriately to customer and donor complaints.
- Determining the effectiveness and suitability of the Quality Management System through management reviews.
- Ongoing training of people and continuing improvement of products; processes and services.
- All personnel concerned with the proficiency testing activities familiarise themselves with the quality documentation and implement the policies and procedures in their work.
- The Quality Policy is communicated to SANBS employees and is implemented and maintained at all levels in the organisation.