

QUALITY POLICY

In keeping with our new One Company, One Team approach to our business, a strategic plan has been developed to guide an integrated approach to our business over the next three years.

The Strategic Plan will be delivered by way of the Annual Operating Plan, which is underpinned by individual business unit and program plans. It will ensure that the RCPAQAP effectively defends, then strategically expands, its EQA leadership position through sustainable, profitable growth.

Our quality objectives include:

- Provision of a high-quality proficiency testing service to participants and other external stakeholders based on the principles of continuous quality management;
- Commitment to the development and implementation of the quality management system and to continually monitor and improve its effectiveness;
- Ensuring that all operational policies, procedure and promotional or educational material (including the website) are maintained and in compliance with the relevant accreditation bodies and company quality management system;
- Ensuring the reporting and actions resulting from customer complaints and feedback, non-conformances and audit findings are timely and effective.
- All staff will be adequately trained to ensure awareness of the QMS and management will foster a culture of continuous improvement.

The RCPA Quality Assurance Programs Pty Limited will implement and maintain a Quality Management System based on the ISO/IEC 17043:2010 *Conformity assessment – General requirements for proficiency testing* and ISO 9001:2015 *Quality Management Systems Requirements*.

Our Vision

To be the recognised industry leader in external quality assurance in Pathology, both nationally and internationally.

Our Mission

To provide resources, products, services, data, and insights for assessing the diagnostic and technical proficiency of laboratories in each discipline of Pathology and for the purposes of continuing medical education and research.

We achieve our Mission by:

- Providing Pathology laboratories with internationally accredited, clinically relevant, external quality assurance programs.
- Being market leaders in the development and production of best in class EQA materials which lead to improvement in laboratory practice.
- Having an effective relationship with our participants and advisory committees to identify future EQA requirements.
- Being a leader in the analysis of EQA data.
- Adding value by providing EQA programs that cover the entire request-analysis-report cycle.
- Providing feedback to the profession at meetings and in the literature of the State of the Art in aspects of pathology testing including Point of Care Testing (PoCT).
- Demonstrating ongoing commitment to education and maintaining our international reputation amongst other EQA providers.

Our Values

- Excellence.
- Innovation.
- Professionalism.
- Customer Service.



Dr Raymond Chan

Chairman

RCPA Quality Assurance Programs Pty Limited