

Customer Service Charter

At RCPAQAP we aim to support our customers in their practice of Pathology.

By doing so, our objective is to improve the safety of patients in communities around the world. We do this by using best practice materials and analytical methods to provide pathology laboratories with resources for assessing their diagnostic and technical proficiency and to help laboratories identify poorly performing methods.

This charter reinforces our objective to maintain the highest standard of customer service excellence and specifies how we will seek to achieve this to ensure a positive customer experience.

Who are our customers?

Our customers include any third party who has a commercial relationship with RCPAQAP. Communication may be via telephone, by email, using the [myQAP portal](#) or in face-to-face meetings.

Our values



TRUST



COMPETENCE



EXCELLENCE



INNOVATION



PROFESSIONALISM



RESPONSIVENESS



SERVICE TO
CUSTOMERS AND
THE COMMUNITY

The highest standards

We have held certification to ISO 9001:2015 Quality Management Systems for many years. Each of our programs is accredited to ISO/IEC 17043:2010 General requirements for proficiency testing. We are certified to ISO 14000:2015 Environmental Management Systems and ISO 45000:2018 Occupational Health and Safety Management Systems and these are integrated into our well-established quality management system.

We are committed to the principles of business excellence and the Australian Business Excellence Framework, an integrated leadership and management system the aim of which is to create an environment for aligned continuous improvement at all levels of the organisation, and a focus on high levels of sustainable performance.

Our Commitment to you

We are friendly, welcoming and respectful to our customers

We provide prompt, courteous and efficient customer service

We acknowledge all written enquiries within one business day of receipt

The most appropriate person responsible will reply in writing in a timely manner. If your enquiry requires in depth follow up, we will notify you of the expected timeframe for resolution

We provide you with accurate and consistent information

We respect your privacy and we are aligned to the Australian Privacy Principles (APP) and the General Data Protection Regulation (GDPR)

We endeavour to understand our customer groups and their needs

We actively seek out your feedback to ensure our service is meeting your needs.

We are committed to reducing the impact of our business on the environment and encouraging sustainable business practices across our organisation and those with whom we interact

Delivering high-quality EQA programs

- We offer a broad range of programs covering all areas of pathology including whole genome sequencing and addressing emerging health threats
- Most survey samples are sourced from real patients, and designed to reflect what customers are likely to find in routine laboratory specimens
- Our dedicated Logistics Team has extensive experience in shipping internationally, minimising the risk of lost or damaged survey samples. during delivery
- Analytical performance specifications (APS) are based on biological variation and clinical relevance, and are utilised to assess performance
- Comprehensive commentary including an educational component is provided with many survey reports
- Our online analytics facility allows for real-time analysis of qualitative and quantitative results and provides customers with a detailed review of precision and accuracy
- The [myQAP portal](#) serves as our state-of-the-art customer platform and provides interactive functionality for enrolment, result entry, report review and data analytics
- We provide an ultramodern digital microscopy platform delivering full z-stacked, focusable virtual slide images
- Educational webinars are offered across all areas of the business
- We are committed to research, the development of new EQA programs, and education and support for pathologists

Customer complaints and Appeals

As we endeavour to deliver high-quality service, we would like to hear from you, whether your request is a call for action or a complaint. When we receive a complaint from you, we will:

- Treat all complaints confidentially and ensure that you are fairly treated
- Refer your complaint to the most appropriate person responsible for resolving the issue
- Notify you if a resolution requires input from our technical committee(s) and the expected timeframe for resolution
- Inform you of any action taken
- Use the information you provide to improve our products and services

In accordance with ISO standard 17043:2010, all customers have the right to appeal against the evaluation of their performance. This appeal should be made by logging a request using the RCPAQAP myQAP portal within 4 weeks from the issue of the survey report. We will respond in writing to the participant advising of the outcome of the review.