

 SJLS, SINAHS	QUALITY OBJECTIVES AND POLICY	QUALITY MANUAL
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QUALITY POLICY

St. John's Laboratory Services, carries out its medical testing activities to meet the requirements of: -

- ISO 15189:2022
- NABL 112 Specific criteria
- Regulatory Authorities.

St. John's Laboratory Services, is totally dedicated and committed to good professional practice and ensures continual improvement of diagnostic services, giving top priority to the quality of the results for all the samples received by the laboratory.

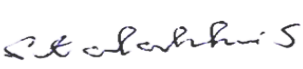
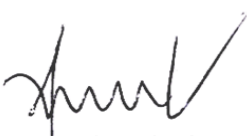

QUALITY OBJECTIVES



Appropriate measures are taken to ensure that the following **quality objectives** are met:

- Quality care is given to all patients, ensuring impartiality of all laboratory activities.
- Providing services that are cost effective and timely, ensuring patient safety and employee safety.
- Participation in quality assurance programs to provide reliable and accurate results.
- Regular monitoring of quality indicators to evaluate the performance of the laboratory services.
- Efforts to integrate the laboratory services wherever feasible to improve patient care.

The quality objectives and policy are communicated effectively and implemented at all levels of the organization. The quality objectives and policy will be reviewed for appropriateness.

All the staff members imbibe this philosophy and endeavor to maintain quality at every level, to ensure satisfaction of its users.

 Dr. Sitalakshmi S Associate Medical Superintendent St. John's Laboratory Services. Date: 29/04/2024	 Dr. Arvind Kasthuri Chief of Medical Services St. John's Medical College Hospital Date:29/04/2024	 Fr. John Varghese Associate Director Hospital St. John's Medical College Hospital Date:29/04/2024
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