

# LABOUEST LABORATORY QUALITY ASSURANCE POLICY

The new "LABOUEST" structure has stemmed from the desire to ensure sustainability of independent Biomedical Laboratories (LBM) so as to continue to offer regional medical care and treatment, fully managed by medical biologists.

Our technical premises are perfectly located in the heart of health regions and in close vicinity of healthcare establishments (EDS), medical clinics or major hospitals. This enables us to offer 24/7 biological medical services for all of these establishments, as well as all doctors within our local remit.

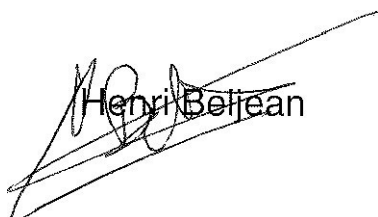
Laboratory management undertakes to respect all professional practices, to respond to requests from healthcare professionals and patients, and to ensure its members of staff respect the highest standards of quality out of a concern for continuous improvement and in compliance with the NF EN ISO 15189, NF EN ISO 22870 and NF EN ISO 17025 standards, as well as all other regulations in force.

Consequently, our major priority areas are as follows:

- ⇒ Guaranteed customer satisfaction
- ⇒ Guaranteed reliability, traceability, and confidentiality of results in respect of regulations and statutory requirements (General Data Protection Regulations/GDPR, Cybersecurity standards, etc. ).
- ⇒ Use of suitable, approved and effective analytical methods.
- ⇒ Guaranteed health and safety conditions for employees in an optimal working environment.
- ⇒ Guaranteed continuous improvement in human resources and communication.

These priority areas are regularly reviewed and outlined through documentation, implementation of supervision indicators for process management, and total compliance of measurement devices and appliances.

The laboratory uses all necessary resources in its quality assurance system with the support of all stakeholders.



Henri Bellejean

For the Management  
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Gildas Lomondais  
M1-MULTI-E