

# Quality Policy

Biorepository Facility (BRF), THSTI is committed to:

- a) Being compliant with the law and applicable ethical, societal, and professional standards.
- b) Providing well characterized, high quality biospecimen and the best, reliable biorepository services.
- c) Improving the traceability systems.
- d) Promoting the quality management system and ensuring its continual improvement through internal audits, management re-views, and corrective and preventive actions.

## Quality objectives

- a) To meet or supersede customer needs by delivering high quality bioresources and ensure customers satisfaction through feedback mechanism.
- b) To implement a quality management system that ensures compliance with International Standards.
- c) To ensure accurate and reliable biorepository services.
- d) To ensure timely dispersal of bioresources to the interested approved parties.
- e) To emphasize on prevention of non-conformance rather than detection.
- f) To ensure compliance with statutory obligations, environmental and safety regulations.
- g) To maintain highest professional demeanour.