

LABORATORY OF BIOTECHNOLOGY AND MOLECULAR VIROLOGY
QUALITY POLICY STATEMENT**ISO 15189**

Our policy for ***Commitment in Serving the Medical Science*** is built on:

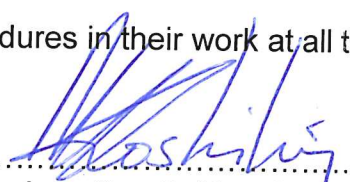
- ❑ ***Providing our customer:*** with specialised investigations.
- ❑ ***Knowing our customer and their needs:*** aiming to enhance customer satisfaction.
- ❑ ***Service:*** working to good professional practice to ensure the quality of testing.
- ❑ ***Confidence:*** all staff are strongly engaged to respect and maintain confidential all information concerning the customer's results or personal data and not to disclose or permit the disclosure of any such information and data.
- ❑ ***Impartiality:*** management and personnel freedom from any undue commercial, financial and other pressures and influences that may adversely affect the quality of our work.
- ❑ ***Competence:*** possession of the required skills and knowledge to perform the work.
- ❑ ***Meeting:*** the applicable regulatory requirements.
- ❑ ***Improvement:*** effort to continually improve the effectiveness of the Quality Management System.
- ❑ ***Providing a framework*** for establishing and reviewing quality objectives.
- ❑ ***Ensuring*** that the necessary resources are available to accomplish all tasks to the highest quality standards.
- ❑ ***Providing services*** without discrimination and protecting human rights, especially those of our patients and employees, as well as the community where we operate.
- ❑ ***Ensuring*** that this policy is reviewed for its continuing suitability and effectiveness.

All personnel of the Laboratory of Biotechnology and Molecular Virology sign and are obliged to follow the Code of Ethics of the Lab.

The Lab's Quality Management System is in compliance with the ISO 15189 International Standard and the applicable accreditation criteria and/or requirements of the Accrediting Body.

All personnel shall implement the related policies and procedures in their work at all times.

Date: 18/7/2025


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Dr. Leontios G. Kostrikis
LAB DIRECTOR