

Quality Policy

Version 6, March 2025
Owner: General Manager Forensic

YOUR LICENSE TO ACT

maintaining our values through our actions



Kaupapa | Purpose

- The purpose of this policy is to promote excellence and continual improvement in quality management within PHF Science.



He Aha Tēnei i Hira Ai? | Why Is This Important?

PHF Science delivers excellent science in a robust and efficient manner with the greatest impact that meets the needs of New Zealand's wider communities including our funders, collaborators, iwi, and stakeholders.

- Meeting these criteria protects and enhances PHF Science's assets, reputation, staff, and brand.
- Quality is the foundation of the trust and confidence between PHF Science and its stakeholders.
- PHF Science expects high standards of conduct and integrity from its people at both a professional and personal level.



Te Tono | Application

This policy:

- applies to PHF Science employees, contractors, students (who collectively shall be known as PHF Science staff, regardless of role), and the PHF Science Board; and
- covers work activities both on and off PHF Science sites.



Tauākī Kaupapa Here | Policy Statement

PHF Science is committed to continual improvement and excellence in science, consulting, calibration, and testing carried out for internal and external customers. Our aim is to carry out this work to a quality that meets or exceeds customers' requirements. Outputs for customers must be technically correct, relevant to identified needs and in a form able to be understood.

Principle: PHF Science is committed to delivering quality in our science through good professional practice that is fit for purpose.

To achieve this, we will ensure that:

- work carried out in PHF Science conforms to all relevant Standards and Codes of Practice and for particular departments, this will include compliance with ISO 15189, ISO/IEC 17025, ISO/IEC 17020, ISO 9001, ANAB Accreditation Requirements, AS/NZS 4308, GMP and NZFSA RLP;
- staff have the appropriate knowledge, training and resources to ensure they are able to carry out work in accordance with the requirements of accreditations covering their area of work, and/or in accordance with any other Standards and Codes of Practice agreed by PHF Science to cover these areas of work;
- commercial, financial, or other pressures do not compromise impartiality of the activities we undertake; and
- PHF Science will not engage in any activities that would diminish confidence in the organisation's competence, impartiality, judgement, or operation integrity.



Ngā Mahi Me Ngā Kawenga | Roles and Responsibilities

Chief Executive

- is accountable to the Board for the efficient and effective management of PHF Science's quality.

Executive Leadership Team (ELT)

- promote a culture of transparency and openness, encouraging everyone in the business to speak up, and demonstrate full commitment to obtaining and maintaining relevant operational accreditation;
- support PHF Science to be an organisation that seeks continuous improvement;
- ensure quality management within PHF Science is developed and implemented effectively;
- continually improve quality management within PHF Science;
- meet customer requirements as well as all statutory and regulatory requirements.
- ensure that quality is maintained during the planning and implementation of any changes to PHF Science's management; and
- appoint one or more Quality Managers who will have responsibility, irrespective of other responsibilities, delegated authority, and duties which includes
 - supporting and sustaining an open, authentic and no-blame quality culture,
 - ensuring that processes necessary for the quality management system are established, implemented and maintained,

- reporting to laboratory management at the level where decisions are made regarding laboratory policy, objectives, and resources on the performance of the quality management system and any need for improvement, and
- ensuring the promotion of awareness of users' needs and requirements throughout the laboratory.

Managers and Organisational Leaders

- ensure that they are familiar with and comply with the requirements of all standards and codes of practice that apply to work delivered by their groups, teams and laboratories to customers;
- ensure that PHF Science's quality management system is developed and operated in a manner that supports PHF Science's commitment to excellence in the science, consulting, calibration, and testing conducted for customers;
- engender a no-blame, authentic quality culture at all levels of the organisation;
- ensure that staff members have the required proficiency, skills, and technical knowledge to carry out their work to meet quality and operational delivery standards;
- ensure that staff members have adequate and appropriate resources for the work they are performing;
- ensure that equipment is implemented in a manner and to a standard that is commensurate with the operating environment's accreditation demands;
- ensure an unbiased quality incident reporting system is in place to achieve continuous improvement;
- contribute to the identification and implementation of quality initiatives to improve testing, research and consulting provided to customers; and
- permit and encourage all staff members to participate in quality training and quality improvement initiatives.

Group Quality Managers

- collaborate to coordinate quality and ensure consistency across PHF Science;
- regularly report to senior management on quality issues relevant to their site and/or to PHF Science;
- ensure that quality processes and procedures align with the strategic needs of the organisation;
- monitor customer complaints, internal and external quality audit reports, quality incidents, and quality improvement reports to ensure group quality procedures and processes continue to meet the requirements of the relevant quality standards;
- ensure that identified and effective organisational quality improvements are implemented across all relevant groups within PHF Science;
- ensure that PHF Science continues to address identified quality failures promptly;
- assist PHF Science management in developing and implementing initiatives to enhance quality; and
- fulfil their role as IANZ, ANAB, and Telarc Authorised Representatives, where applicable.

Quality Assurance (QA) Officers

- ensure that they are familiar with and comply with the requirements of all Standards and Codes of Practice that apply to work delivered by their groups, teams, and laboratories to customers;
- nurture and support an authentic quality culture;
- ensure that the requirements of the documented quality assurance policies are implemented and maintained;
- organise the review and re-issue of departmental documents;
- ensure instruments and examination procedures are appropriately validated before being used in production;
- ensure calibrations of equipment are completed and up to date;
- ensure staff report quality incidents when they occur;
- ensure any preventive actions are documented; and
- ensure audit non-conformities are addressed within the required timeframes.

All Staff (includes Students and Contractors)

- operate within contractual, legislative, and ethically responsible parameters;
- ensure familiarity with and comply with the requirements of all standards and codes of practice that apply to their work;
- ensure familiarity with and comply with all PHF Science policies, procedures and processes that apply to their role;
- ensure that they understand customer needs and requirements concerning all work undertaken;
- identify and ensure they are appropriately trained to undertake work with a proficiency necessary for their job, including skills relevant to new scientific initiatives and new analyses;
- comply with quality incident reporting requirements; and
- actively identify and propose quality improvements that will benefit PHF Science's customers and/or operations.



Te Ture Me Te Anga | Legislation and Framework

This policy works in conjunction with:

- ANAB ISO/IEC 17025:2017 - Forensic Science Testing and Calibration Laboratories Accreditation requirements;
- ISO 9001:2015 - Quality Management Systems requirements;
- ISO/IEC 17020:2013 - Conformity Assessment requirements for the operation of various types of bodies performing inspection;
- ISO/IEC 17025:2017 - General requirements for the competence of testing and calibration laboratories;
- ISO 15189:2022 - Medical laboratories - Particular requirements for quality and competence;

- AS/NZS 4308 - Procedures for specimen collection and the detection and quantitation of drugs of abuse in urine;
- New Zealand Code of Good Manufacturing Practice (GMP) for Manufacture and Distribution of Therapeutic Goods Part 1: Manufacture of Pharmaceutical Products (1993) published by Medsafe;
- New Zealand Food Safety Authority (NZFSA) Recognised Laboratory Program (RLP) which specifies standards and requirements for NZFSA-approved laboratories that carry out microbiological and chemical, or any other specified laboratory testing for market access; and
- Water Services (Drinking Water Standards for New Zealand) Regulations 2022.



Ērā Atu Kaupapa Here Hāngai | Other Relevant Policies

- Health, Safety & Wellbeing Policy
- Protected Disclosures Policy



Whakaaetanga o Te Kaupapa Here | Policy Approval

This policy replaces the Quality Policy version 5 approved on 16/02/23.

Policy owned by:	Approved by:	Date approved:	Due for revision by:
General Manager Forensic	Executive Leadership Team	18 March 2025	18 March 2027

Signed:

John Bone, General Manager Forensic

Date:

18 March 2025



Whakapā | Contact

- If you have any questions, please contact your relevant Group Quality Manager.