

Immune Response and Biomarker Core Facility - Quality Policy

The main objective of the Immune Response and Biomarkers Core Facility is to provide a service of the highest quality to our customers.

The management of ISGlobal expresses its leadership and commitment to the platform and the quality of the services it offers, by undertaking the following commitments

- Establish and maintain a Quality Management System (ISO 9001:2015) that covers the support services domains.
- Ensure and facilitate the necessary resources for the development of the platform processes.
- Promote the motivation of staff, through the creation of a good working environment and the improvement of their technical and professional skills based on the detection of their needs.
- Analyze and meet the needs and expectations of the interested parties, internal and external customers.
- Comply with institutional policies and procedures.
- Conform with ethical, legal and regulatory requirements associated with their activities.
- Make efforts to minimize our environmental impact through the conservation of natural resources, the reduction of waste and the efficient use of energy and water in our operations.
- Implement responsible waste management practices, including the reduction, reuse and recycling of materials wherever possible, and the proper disposal of waste in accordance with environmental regulations.
- Understand quality as a process of continuous improvement.

The quality policy is reviewed periodically and communicated to all staff through the intranet, as well as being available to any interested party through the website of ISGlobal.

Approved by: General Manager