

Quality Policy for Scientific and Technical Services

The IMIM's Scientific and Technical Services (SCT) have the main objective of providing the necessary support to researchers in carrying out their research activities, offering different services and making available the specific equipment and infrastructure and the necessary help for their use. In accordance with this principle, the quality policy of the SCT aims to:

- Establish a **continuous improvement** system, carrying out the planning, implementation, evaluation and review of quality management that allows to prevent problems, correct operational defects and obtain constant advances in the provision of services, maintaining and updating the Quality Management System according to ISO 9001:2015.
- Improve the processes of the management system taking into account the **efficiency** and **sustainability** of the services.
- Focus efforts on improving especially those processes that affect the provision of services by researchers and internal and external clients by performing **risk analysis by process** to prevent, treat and control possible incidents.
- Commit to learning about current trends to be able to **adapt to the changing environment** of biomedical research and to be able to plan future actions. As well as, adapting quickly and effectively to new scenarios and new challenges to continue offering quality services to researchers.
- Define and update annually specific **quality objectives** and provide the staff with the resources, information and practical training necessary to achieve them.
- Promote the **motivation of staff**, through the creation of a good working climate 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 users, either research staff in general, through the established channels or through the SCT Users Committee, business clients or funding entities.
- Disseminate the benefits and information of the services offered through and with the collaboration with the SCT Users Committee.
- **Conform with the ethical, legal and regulatory requirements** associated with their activities.

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 various websites of the Scientific Services platforms and the IMIM institutional website.

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