ESR Quality Policy

January 2023 version 6
Custodian: 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 the ESR.

He aha tēnei i hira ai? | Why is this important?

ESR 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 ESR assets, reputation, staff and brand. ESR expects high standards of conduct and integrity from its people at both a professional and personal level.

Te tono | Application

This policy

- Applies to all ESR staff, students, and contractors
- Covers work activities both on and off ESR sites.

Tauākī Kaupapa Here | Policy Statement

ESR 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 1: ESR 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 ESR 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 Forensic Accreditation AS/NZS 4308:2008, 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 ESR to cover these areas of work.

- Commercial, financial, or other pressures do not compromise impartiality of the activities we undertake.

- ESR will not engage in any activities that would diminish confidence in the organisation's competence, impartiality, judgement, or operation integrity.

Ārahitanga | Guidance

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 15189:2012. Medical laboratories – Particular requirements for quality and competence
- AS/NZS 4308:2008 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.
- Water Services (Drinking Water Standards for New Zealand) Regulations 2022

Ngā mahi me ngā kawenga | Roles and responsibilities

The Chief Executive (CE) is accountable to the Board for the efficient and effective management of ESR's quality.

Senior Leadership Team (SLT) members promote a culture of transparency and openness to speak up from anywhere in the business. Demonstrate full commitment to meet and maintain relevant operational accreditation by:

- ESR is an organisation that seeks continuous improvement'.
- Ensuring quality management within ESR is developed and implemented in an effective manner.
- Continual improvements to quality management within ESR.
- meeting customer requirements as well as any statutory and regulatory requirements.
- ensuring that quality is maintained during the planning and implementation of any

changes to ESR's management.

- Appointing a Quality Manager who will have responsibility, irrespective of other responsibilities, delegated responsibility and authority that includes:
    - ensuring that processes needed for the quality management system are established, implemented and maintained;
    - reporting to laboratory management, at the level at which decisions are made on laboratory policy, objectives, and resources, on the performance of the quality management system and any need for improvement;
    - ensuring the promotion of awareness of users' needs and requirements throughout the laboratory

Managers and organisational leaders must be 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. In particular:

- Ensure that ESR's management system is developed and operated in a manner that supports ESR's commitment to excellence in the science, consulting, calibration and testing carried out for customers.
- Ensure that staff members have the required skills and technical knowledge to carry out their work and that staff numbers are appropriate for the amount of work required.
- Ensure that staff members have adequate resources for the work they are carrying out.
- 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.
- Permit and encourage participation by all staff members in quality training and quality improvement initiatives.

Group Quality Managers work together to coordinate quality and ensure consistency across ESR.

- Regularly report to top management on quality issues relevant to their site and/or to ESR.
- Ensure that quality processes and procedures are aligned to the strategic needs of the organisation.
- Monitor internal and external quality audit reports and quality incident and quality improvement reports to ensure group quality procedures and processes continue to meet the requirements of the relevant quality standards.
- Ensure identified and effective quality improvements are rolled out to all relevant groups across ESR.
- Ensure ESR continues to address identified quality failures in a timely manner.
- Assist ESR management in developing and implementing initiatives to improve Quality.
- Fulfil their role as IANZ, ANAB and Telarc Authorised Representative where applicable.

Quality Assurance (QA) Officers

- Must be 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 the requirements of the documented quality assurance policies are implemented and maintained.
- Organise review and re-issue of departmental documents.
- Ensure calibrations of equipment are completed and up to date.
- Ensure staff report quality incidents when they occur.

- Ensure any preventive actions are documented.

All staff (including students and contractors) operate within contractual, legislative and ethically responsible parameters, and conduct science and research with internationally accepted standards of integrity.

Ērā atu kaupapa here hāngai | Other relevant policies

- Health, Safety & Wellbeing Policy
- Protected Disclosures Policy

Whakaaetanga Kaupapa Here | Policy Approval

This policy replaces the previous policy dated 16 December 2020.

This policy is owned and updated by:	It was approved by:	On the date of:	It is due for revision by:
John Bone, General Manager, Forensic	Senior Leadership Team	16 February 2023	16 February 2025

Signed:

John Bone, General Manager, Forensic Date: 16 February 2023

Whakapā | Contact

If you have any questions, please contact the ESR Quality Director.