

Quality and Accreditation

A core quality principle is the continuous improvement of all processes and services supporting the care of patients. To support this principle our laboratories incorporate comprehensive Quality Management Systems.

Accreditation is the formal recognition by an accreditation authority of the technical and organisational competence of a conformity assessment body to carry out a specific service in accordance to the standards and technical regulations as described in their scope of accreditation.

Accreditation is carried out in several countries by independent National Accreditation Bodies.

The Dutch Accreditation Council (in Dutch 'Raad voor Accreditatie') has accredited Sanquin Diagnostic Services under registration number M005, effective per 26 August 2015, for the activities and / or work areas and location(s) mentioned in the scope of the accreditation. The accreditation status and scope can be verified on the [website of the Dutch Accreditation Council](#).

Diagnostic testing and advice to clinicians to the benefit of patient care falls within the remit of the current accreditation. See the [overview of all accredited parties](#).

Equipment and test methods used for patient care have been validated in accordance with quality requirements. When requested tests are outsourced to another location, this is to another ISO15189 accredited lab and this will be stated in the test report. Sanquin is committed to communicate pro-actively about changes in diagnostic tests, which could be important to the clinician. If any doubt regarding the reliability of the test results occur and / or rectifications of results are needed, this will immediately be communicated to the relevant requestor. Those who want to request a diagnostic test can find instructions on the Sanquin Diagnostic Services website.

Participation in an international standard gives a credible measure of quality and a basis for international comparison. Sanquin Diagnostic Services participates in proficiency tests organized by recognized EQA supervisory organizations. For tests for which no proficiency tests are available, the laboratory executes alternative in-house proficiency tests to ensure that the relevant test method gives valid results for the application described.

The suitability of the method and the authorization of results are determined by, or under the supervision of, qualified laboratory specialists.

Sanquin Diagnostic Services strives to optimum protection of incoming patient data. It acts in accordance with the) European General Data Protection Regulation (GDPR).

In a limited number of cases, the remainder of patient material may be used anonymously for validation, calibration of equipment and scientific research, in the context of improving the entire healthcare chain. This is based on the [Code of Conduct for responsible use \(FEDERA\)](#).

If the patient objects to the use of his or her body material for this purpose, the patient can inform his or her doctor who can contact Sanquin Diagnostic Services at any time to exclude that material from further use. We can be contacted by telephone +31 20-5123479 or [email](#). In that case, Sanquin Diagnostic Services will not use the material of this patient - including earlier obtained material and material to be obtained in the future - and will destroy the material.

Amsterdam, 15 August 2019

Nico Vreeswijk

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