Hospital del Mar Research Institute Barcelona

Quality Assurance Policy for the Core Facilities

The main objective of the IMIM Core Facilities is to provide the necessary support to the scientific community to help them carry out their research activities, offering a variety of services and providing researchers with specific equipment and infrastructure and the necessary assistance for their use. Following these principles, the Quality Assurance Policy of the Core Facilities consists of:

- Establishing a system of **continuous improvement**, planning, implementing, evaluating, and reviewing the quality management that will make it possible to prevent problems, correct operational shortcomings, and achieve constant progress in the provision of services. Depending on the requirements of each Core Facility Unit, the Quality Management System will adapt to specific standards, for example the ISO 9001 certification applicable to MARBiobanc.
- Commitment with the observance of a **Quality Culture**, promoting and training people in the institutional values of continous improvement and ethical integrity, based either in honesty, rigour and responsability as well as in their transversal involvement in the organization.
- Improving the management system processes taking into account service **efficiency** and **sustainability**.
- Focusing efforts on improvements, especially in those processes that affect the provision of services for researchers and internal and external clients, performing **process risk analyses** to prevent, address, and control possible incidents.
- Promote the **analisis of oportunities** and current trends to be able to **adapt to the changing environment** of biomedical research and plan future developments. Likewise, adapting promptly and diligently to emerging situations and new challenges in order to continue offering quality services to researchers.
- Defining and periodically planning specific **quality objectives** and providing staff with the resources, information, and practical training necessary to implement these.
- Fostering **staff motivation** by ensuring a good working environment and improving the technical and professional skills of the staff members based on the detection of their needs.
- Analysing and satisfying the **needs and expectations of stakeholders**, either through the established channels or through the Core Facilities Users Committee, internal and external users, whether these are research personnel in general, company clients, or funding bodies.
- Disseminating the benefits of and information on the services offered through and with the **collaboration of the Core Facilities users**.
- **Complying with the ethical, legal, and regulatory requirements** associated with the activities.

The quality policy is reviewed regularly and communicated to all staff through the Intranet, as well as being available to stakeholders via the various Core Services website platforms and on the IMIM institutional website.