



# QUALITY POLICY

## Mission Statement

“To be the UK leader in travel and tropical health by providing the broadest range and highest standards of services across travel vaccines, medical screenings for travel, medical kits and testing. To be the choice employer for those who are experts in these subjects or for those who are passionate about travel and developing them to be the best they can be”

## Values

### *We innovate:*

We are at the forefront of change in our industry and we consistently transform our business to stay ahead of customer needs

### *We pursue excellence:*

Without compromising the well-being of staff, community and the environment

### *We include everyone:*

Everyone involved with Nomad whether staff, customers, suppliers are welcome. We represent and consider everyone's needs

Nomad will achieve these values by adhering to the highest standards of governance and compliance beginning with **ISO 15189** and **ISO 22870**

## User Needs and Requirements

In order to ensure that the needs and requirements of our users are met, Nomad will:

- Operate a quality management system to integrate the organisation, procedures, processes and resources
- Set quality objectives and plans in order to implement this quality policy
- Ensure that all personnel are familiar with this quality policy to ensure user satisfaction
- Commit to the health, safety and welfare of all its staff. Clients will be treated with dignity, respect and due consideration will be given to their safety while on site
- Commit to comply with relevant best practice and applicable legislation
- Uphold professional values and be committed to good professional practice and conduct

## Complying with standards

Nomad will comply with standards set by ISO 15189 and ISO 22870, and are committed to:

- Staff recruitment, training, development and retention at all levels to provide a full and effective service to its users
- The proper procurement and maintenance of such facilities, equipment and other resources as are needed for the provision of the service
- The collection, transport and handling of all samples in such a way as to ensure all legal and ethical responsibilities are met
- Annual review of the Quality Policy and Management System
- The assessment of user satisfaction, in addition to internal audit and external quality assessment, in order to produce continual quality improvement