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## Quality policy and commitments

The Jérôme Lejeune Institute has been committed to a quality policy since 2008. This commitment was strengthened in 2010 by the certification of the BioJeL (certification received on October 4, 2011 and renewed annually) and in January 2011 by the constitution of the “Paris Saint Joseph Hospital/Jérôme Lejeune Institute” Group for Cooperation on Health.

- This quality policy is global and common **to all departments** for the following points:
  - **Management of human resources:** application of an integration process for new arrivals — identification of the roles and responsibilities of each party.
  - **Document management and follow-up:** total adhesion to Aq-Tools.
  - **Respect for health and safety rules:** follow-up of associated training.
  - **Management of purchases and conventions:** optimization of the process.
  - **Management of notifications:** improvement of the identification of notification and of follow-up for actions.
  - **Management of communication:** development of tools for promoting external communication (website, brochure, congresses, etc.)

- The following policy is specific to **BioJeL**.

BioJeL meets the requirements of the NF S96-900 standard, whilst respecting ethical aspects and confidentiality.

- **Long-term maintenance of the quality management system** according to the NF S96-900 standard.
- **Monitoring of the requirements** of interested parties (better follow-up of users, traceability of the time required to validate sessions and of the rate of renewal of requests, revision of the internal rules of the Scientific Board).
- Implementation of the **sampling policy**.
- **Improvement of internal communication** (interfacing of DPI/biobank management software, with the restructuring of collections, use of COPIL BioJeL).
- **Harmonization** of professional practices to promote collaboration between biobanks.
- **Identification of partners** (network development).

The following axes address the continual need to ensure sample security and the safety of the personnel involved, and to meet the requirements of the NF S96-900 standard. The attached document defines the management directives to be followed.

The management of the Institute is committed to deploying the necessary means to implement this policy and to ensure its application both now and in the long term.

I count on the reactivity of the staff, and their strong commitment to deal with the changes that will be determinant for our future.

Grégoire François-Dainville

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