

## Quality Assurance Policy for 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 assistance they require to use these elements. According to 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, maintaining and updating the Quality Management System in accordance with ISO 9001: 2015.
- 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.
- Being committed to learning about current trends to be able to **adapt to the changing environment** of biomedical research and plan future developments. Likewise, adapting quickly and efficiently 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 creating 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 the stakeholders**, internal and external users, whether these are research personnel in general, company clients, or funding bodies.
- **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 Facilities website platforms and on the IMIM institutional website.

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