Quality policy of the Department of Medical sciences (DMSc), Ministry of Public Health to implement and maintain quality system and intend to conduct the testing accurately, valid and comply with the related law, ISO/IEC 17025 and other relevant standards e.g. WHO Guideline for National Laboratories : 2005. One of the responsibilities of the DMSc is the laboratory services and verification for registration, monitoring and post-market surveillance of health products. Laboratories in the Division/Bureau/Institute/Regional Center under the DMSc are national reference laboratories in many fields. The DMSc quality assurance (QA) scheme in chemical analysis has been established and the first chemical test was accredited for ISO/IEC Guide 25 by the National Association of Testing Authorities (NATA), Australia in 1995. The QA scheme of the DMSc was implemented, according to the ISO/IEC 17025, throughout the laboratories under the DMSc. Thousands of chemical tests have been extended to be accredited since then by accreditation bodies both national and international.

The essential elements of QA scheme have been implemented i.e. management structure and responsibilities, documentation, records (validation, calibration, QC), PT, complaint and test data), training (internal and external), auditing (internal and external), third party assessment, annual review, participation in relevant PT studies and other management and technical requirements according to ISO/IEC17025 have also been fully implemented in order to achieve reliable test results, satisfy customer requirements and embrace all elements of the laboratory’s operations with potential to impact results.

Quality management system is a tool for controlling, measuring quality and managing risk. A well integrated QA program will satisfy customer requirements and embrace all elements of the laboratories operation with potential to impact on results. Quality control, conducted at a level commensurate with the purpose and complexity of the test lists performed, is an essential feature of QA. Participation in relevant PT studies in one of the lot ways for a laboratory to monitor the effectiveness of QA and evaluates its performance compared test specifications and other laboratories.

ISO/IEC 17025 covers all laboratories within the DMSc. Chemical tests within the Department of Medical Sciences, Ministry of Public Health have been accredited for about 80 tests and the first chemical test was accredited for ISO/IEC Guide 25 by the National Association of Testing Authorities (NATA), Australia in 1995. Implementation of Other than ISO/IEC 17025 standard, WHO Guidelines for National Laboratories : 2005 (WHO/CDS/WHOPS/GCDPP/2005.15), which the requirements are similar to the ISO/IEC 17025, has also been implemented in the hazardous substances testing laboratory. Implementing and maintaining a good quality management system is the responsibilities of everyone in the DMSc. It is therefore important to promote the concept and practice of quality control to staff at all levels in order to achieve the consistency reliable test results.