



MVDL Quality Systems Policy Mission Statement

The Montana Department of Livestock Mission Statement is to control and eradicate animal diseases, prevent the transmission of animal diseases to humans and to protect the livestock industry from theft and predatory animals.

The Montana Veterinary Diagnostic Laboratory's vision is to be recognized as a leader in achieving technical excellence and to be our client's best resource. To this end, management is dedicated to the promotion of excellence in every aspect of our operation.

The Montana Veterinary Diagnostic Laboratory (MVDL) Quality Policy is to provide nationally accepted standards of service and to ensure, to the extent possible, the quality of the test and diagnostic interpretation generated within the scope, type, range and volume of testing feasible at the MVDL.

Established objectives of the MVDL include:

- To protect the public health, promote a compliant state dairy industry and assist in the control and prevention of zoonotic diseases, including rabies.
- To continue to meet World Organization for Animal Health (OIE) standards and American Association of Veterinary Laboratory Diagnosticians (AAVLD) accreditation requirements.
- To fulfill requirements and surveillance duties directed by regulatory and guidance agencies.
- To provide support and leadership for the Montana Department of Livestock Animal Health and Meat, Milk & Egg Divisions.
- To promote the marketability and reproductive health of Montana livestock.
- To support veterinarians, livestock producers and companion animal owners by continuously improving client service and satisfaction by providing high quality, cost effective testing, consistent test turnaround rates, excellent customer service and accurate data processing.
- To provide a workplace which fosters employee well being, safety, effective communication and improvement of quality at the source through employee involvement and commitment.

The MVDL Quality Management System is comprised of the policies, process flows and objectives in the date-version *MVDL Quality Manual*, as well as individually dated procedures, lists, form and log templates and referenced documents used to guide employees in the performance of good laboratory practices and the production of quality outputs.

Quality Management System (QMS) documents are available on the shared F Drive to reference by all employees.

The MVDL veterinary, technical, management and support staff is committed to ethical professional practice, continued accreditation compliance and continuous improvement. Each member of the staff recognizes the importance of following the Quality Management System and immediately identifying and communicating problems or sources of error that could compromise the quality of technical or support work performed to the Laboratory Director, Section Supervisors or the Quality Assurance Manager.

The Quality Management System is supported and followed by all employees, promoted and endorsed by all levels of management and authorized by the most senior management at the Montana Veterinary Diagnostic Laboratory.

Quality Policy Authorized By:

8/10/12

A. W. Layton, DVM, DACVP, Laboratory Director

Date

