

RESEARCH INFRASTRUCTURE QUALITY SYSTEMS (RIQS)

Quality management for your products and services

The University of Queensland must guarantee the quality of its practices and the data that is produced from its research. Not only is this an obligation from the Australian Code for the Conduct of Responsible Research but it is essential to protect the University from risks associated with research performance. One of steps required is to put in place the appropriate certification and accreditations. RIQS implements **ISO 9001 Quality Management Systems**, which then makes it easier to transition to other accreditations such as Good Laboratory Practice, Good Manufacturing Practice, ISO 15189 Medical Laboratories and ISO 17025 General Requirements for the Competence of Testing and Calibration of Laboratories. Most accreditations beyond ISO 9001 require a Quality Management System as part of their requirements.

ISO 9001 Quality Management Systems has a variety of benefits applicable to any UQ Research Facility, as it is not industry specific.

By demonstrating compliance with the standard, facilities have the opportunity to broaden business opportunities through consistency, efficiency, improved operational performance and motivated, engaged staff. The standard aims to enhance customer satisfaction through effective applications of the system, including processes for improvement of the system and assurance of conformity. From a Core Research Platform viewpoint, and eventually beyond, it would introduce a common language across our facilities, and potentially allow a customer's needs to be met by multiple Facilities through packaging our capabilities to suit their needs.

RIQS is a dual-level system, with global processes (including policy management and core framework procedures) managed at Research Infrastructure that are common across all Platforms, and local processes (such as Facility protocols and evidence) managed by the Facilities themselves.

This has the benefit of reducing cost to each individual facility, as well as the potential to reduce the impact of surveillance audits. Audits would occur at a global-level each year, with local-level audits spread across the three year period of the certification cycle.

In early 2021, ISO 9001 certification will occur for the **Protein Expression Facility**, the **Centre for Microscopy and Microanalysis**, and the **COR3 Biofabrication Suite** (part of the School of Dentistry). Later in the year, the **Pinjarra Hills Research Precinct, UQ Materials Performance** and **ANFF-Q** will also be certified, with more facilities adopting the system in 2022.



Further information

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