



**PONDICHERY INSTITUTE OF MEDICAL SCIENCES
(A Unit of The Madras Medical Mission)**

LABORATORY SERVICES

QUALITY POLICY

PIMS laboratory services is committed to provide good professional practices and quality of operation in its clinical laboratory services involving Clinical Biochemistry, Haematology, Clinical Pathology, Microbiology & Infectious disease serology, Histopathology, Cytopathology, Cytogenetics and Molecular testing sections.

We shall ensure customer satisfaction, by providing affordable services, timely reports, and by maintaining confidentiality, impartiality and integrity in its operations. We shall render the same by adhering to ethical standards, through committed laboratory staff and shall provide the services in accordance with the best standards available in the industry and shall maintain a quality management system in accordance with ISO 15189:2022 utilizing the services of highly qualified and competent personnel.

We shall ensure that all its personnel familiarize with the policies and procedures of the quality system and implement the same in their day to day work.

Date: 03.03.2026

Place: Puducherry

Dr. Renu G'Boy Varghese

Director-Principal