

The Centro Nacional de Biotecnología (CNB) is a research centre that forms part of the Agencia Estatal Consejo Superior de Investigaciones Científicas (CSIC), the largest and most important public institution dedicated to research in Spain. Its main objectives and strategic direction are:

- To acquire knowledge and develop new technologies in the areas of human and animal health, agriculture, microbiology and the environment.
- To transfer scientific advances for the benefit of our society.
- To train future generations of researchers and technologists.
- To inform and involve society in the advances and benefits of biotechnology.

Within this framework, and in compliance with its commitment to the development of quality research, the CNB Management has implemented and maintains a quality management system for the provision of sample analysis services using confocal microscopy, the main objectives of which are as follows:

- Satisfaction of the requirements of the professionals involved, with an effort to exceed their expectations.
- Commitment to promote the continuous improvement of the products and services available, in accordance with the scientific and technical needs and the expectations of the interested parties.
- Compliance with applicable legal and regulatory requirements.
- Promoting staff participation and responsibility in the operation of the quality management system and the development of this policy.

These principles constitute the references for establishing the quality objectives, which are reviewed and updated annually in order to achieve continuous improvement in the provision of services.

The Management is aware that quality is a joint effort and believes that the active collaboration of all those involved in the quality management system is necessary and fundamental, and therefore undertakes to communicate and disseminate this Quality Policy to the personnel involved and to the relevant interested parties.

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Director of the Centro Nacional de Biotecnología