

Company profile, principles of impartiality and quality assurance

Company profile

Origin and goal

SEKK is an independent organisation and is free from the influence of other companies or persons who might have an interest in any unfair influence on the EQA implementation process.

The SEKK was founded in 1995 with the aim of providing medical laboratories with comprehensive services in the field of external quality assessment (EQA). These services are provided by the EQA Division and wherever we refer to "SEKK" in EQA context we mean "SEKK, EQA Division".

SEKK, EQA Division is an EQA provider for medical laboratories and professional users of POCT systems. We offer our services to workplaces both in the Czech Republic and abroad.

We do not offer our services to private individuals (e.g. private users of glucometers).

The SEKK has sufficient personnel capacities, its own specialised know-how, the necessary infrastructure, many years of experience and a powerful and secure information system.

We constantly strive for a professional, impartial and responsible approach to providing EQA, combined with a permanent effort to improve the quality of the services provided.

Activities plan

The key document that describes the activities of the EQA Division is the EQA Plan, which describes the entire EQA system (implementation methodology, offered programmes, time schedule, prices, etc.) for each calendar year and is permanently available on our website.

Expertise

We work closely with professional societies (Czech and foreign) in the planning and implementation of individual EQA programmes. In particular, they actively participate in the process of building the professional content of individual EQA programmes and recommend supervisors and experts for these programmes in order to achieve the maximum professional level of the services provided. A list of supervisors and experts is available on our website.

Accreditation

On 14 March 2006, SEKK first time received an accreditation certificate as a provider of proficiency testing programmes (No. 7004). This certificate was issued by the Czech Accreditation Institute. A copy of the current certificate of accreditation as well as the appendix to this certificate, which describes the scope of accreditation, is available on our website.

Responsibility

SEKK bears full responsibility towards customers/participants for the functionality of the EQA system and for the fact that the system works in accordance with the established quality management system. SEKK is also responsible for the work of its subcontractors and external workers.

Confidentiality of information

In relation to individual participants, we guarantee the confidentiality of the information obtained in the EQA system and linked to a specific participant (identification data of workplaces and their employees, reagents and measurement systems used by the participant, their results, evaluation, and complaints). Confidential information is not published in publicly accessible documents (e.g. on the website) and is not disclosed to third parties. Only SEKK employees performing tasks related to EQA are familiar with confidential information. These workers are bound by their employment contracts to confidentiality about the facts they learn in the course of their work. The confidentiality agreement is also part of the contractual relationship between the supervisor and SEKK.

Conversely, summary reports (result statistics, supervisors' comments) are available on our website.

Impartiality

The management of SEKK undertakes to carry out all activities related to EQA impartially.

A key element of impartiality is the fact that SEKK does not trade in any IVD products (EQA samples are not IVD products) and thus has no commercial interest in the results achieved by IVD products of individual manufacturers in the EQA.

An important role in ensuring impartiality and transparency is played by professional supervisors who are recommended by professional societies and who check the individual EQA programmes. The agreement on impartiality is also part of the contractual relationship between the supervisor and SEKK.

The EQA system is economically conceived as autonomous, financed by payments from customers – independence from third-party sources strengthens impartiality.

Quality Assurance

SEKK places maximum emphasis on ensuring the quality of its own work. The management of SEKK undertakes, in order to permanently ensure the high quality of services provided by the EQA Division:

- Continuously develop and improve the management system in an effort to strengthen its transparency, credibility and impartiality and maximise the quality of services provided, based on applicable legislation and relevant standards.
- Consistently and permanently apply the principle of impartiality in decision-making and apply the rule of equal access to all EQA participants.
- Maintain and develop cooperation with professional societies in order to ensure a high professional level of the EQA programmes provided.
- Continuously support the improvement of knowledge and skills of employees, organise the necessary training and support the participation of employees in training events organised by other organisations.
- Continually acquaint SEKK employees with the essence, purpose and documentation of the quality management system, which is the fulfilment of this statement, with the aim of achieving internal identification with the respective goals and thus the smooth application of these goals in their daily work.
- Timely and truthfully publish key information on the company's website (especially the EQA Plan and final reports to the evaluation of the EQA rounds). This enables public scrutiny of SEKK's work and also offers potential participants the opportunity to familiarise themselves with EQA programmes before they subscribe.
- Respond to questions, comments, complaints and appeals of EQA participants without unnecessary delay.
- By developing the technical background, training staff and educating them to work with customers, create conditions for EQA participants to participate in EQA without problems.
- By applying the principles of process management, strive for continuous improvement of the course of processes in the entire range of operational activities.
- Strengthen internal cohesion and cooperation and promote innovation.
- Ensure safety and health protection at work and take measures aimed at protecting the environment.
- Take steps to secure the necessary resources to ensure all activities.
- Implement accredited EQA programmes in accordance with the requirements of the ISO/IEC 17043 standard.

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