



QUALITY POLICY

The Charles Mérieux Center for Infectious Disease (CICM) in Madagascar is a research and training center dedicated to combating infectious diseases with a significant impact on public health and certain neglected tropical diseases. Inaugurated on April 13, 2011, on the University of Antananarivo campus, the CICM was built with support from the Mérieux Foundation (France). In 2017, CICM became the national reference laboratory for monitoring resistance to anti-leprosy drugs, in accordance with the Ministry of Public Health's Note No. 18/MSANP/SG/DGS/SLMEN/PNL dated April 28, 2017. CICM also provides diagnosis and follow-up for leprosy cases seen during appointments in the dermatology department at Joseph Raseta Befelatanana University Hospital, as well as for cases reported in collaboration with the PNLL national anti-leprosy program, the Mérieux Foundation, and the Raoul Follereau Foundation. As part of its commitment to quality, the Center began implementing a Quality Management System (QMS) in 2018 that complies with the NF EN ISO 15189:2022 standard. This accreditation will cover the monitoring of leprosy cases in Madagascar using optical microscopy and PCR testing.

The laboratory is committed to achieving the following quality objectives:

- 1. Implementing and maintaining a Quality Management System that guarantees continuous improvement in processes and service delivery.*
- 2. Ensuring the availability of appropriate infrastructure, equipment, and facilities for the Center's activities.*
- 3. Strengthening skills among staff through continuing training tailored to identified needs.*
- 4. Providing reliable, high-quality analysis services that meet the expectations of prescribers, patients, and partners.*
- 5. Complying with the principles of confidentiality and professional ethics, and with the regulations in force.*
- 6. Establishing rigorous monitoring of quality indicators and implementing corrective and preventive action plans.*
- 7. Ensuring that the risks associated with laboratory activities are managed effectively.*

The CICM Code of Conduct, which includes a charter and ethical values, applies to all staff members, employees, and service providers. This code guides day-to-day activities, incorporating the principles of responsibility, integrity, and respect.

CICM's management are committed to providing the human, material, and financial resources necessary to achieve the quality objectives and ensure the satisfaction of all stakeholders. They encourage each team member to play an active part in this process in order to ensure the excellence and recognition of the Center.