



For the Right Decision

**Expand Your Perspective with
Genetics**

TL.05.05.03 Personnel Information Guide
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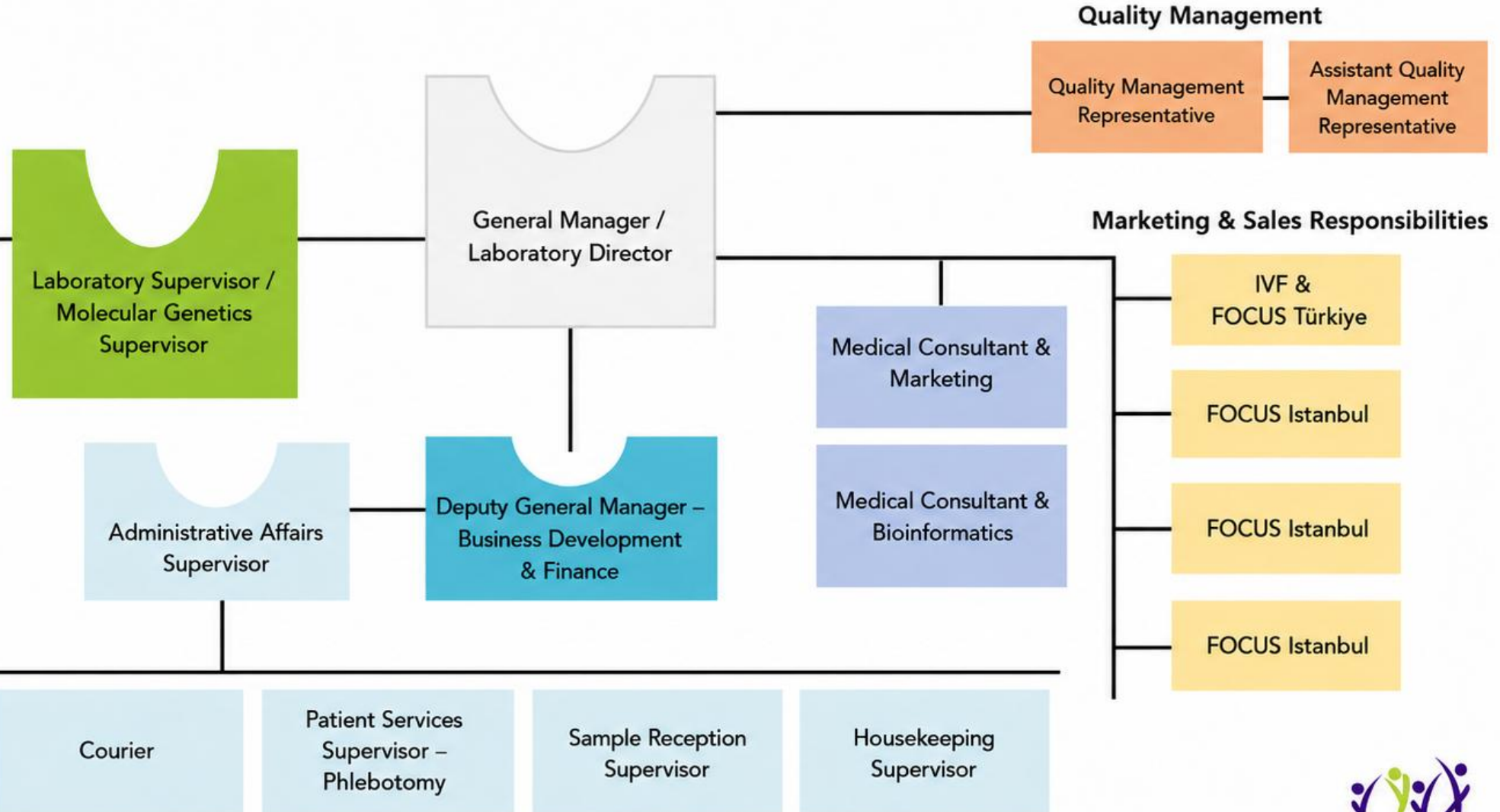
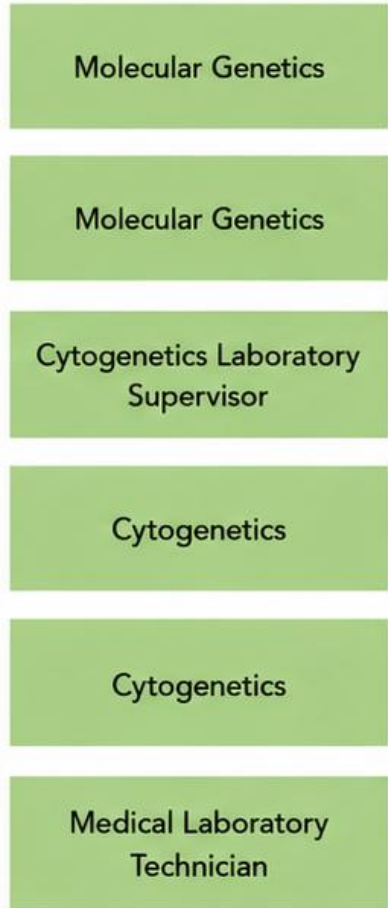
2026, İstanbul

ORGANIZATION CHART

Rev. No.: 24.03.2026-37

■ Laboratory ■ Medical ■ Administrative Affairs ■ Marketing & Sales ■ Quality Management

Laboratory Team





Laboratory Operating Principles

Accurate and Reliable Results Are No Coincidence

Patient-Centered Approach

Understanding patients and their families and providing them with the best possible support is our shared goal. We are committed to being responsive, accessible, and respectful of patient privacy.

Expertise

Our primary motivation is to provide results that support clinicians who are passionate about offering the best treatment options for their patients. Our team possesses the knowledge, determination, and perseverance to transform data into information and information into meaningful clinical insight.

Reliability

We are focused on delivering error-free results that derive their quality from the expertise of our laboratory personnel, their attention to detail, and our investment in technology—results that the consulting physician can confidently rely on.

Ethics

We are honest and straightforward in all our relationships with everyone we interact with and with one another. We comply with the laws and regulations governing our work, as well as our internal company procedures, not only because they are a legal requirement, but because they are the right thing to do.

TS EN ISO 15189 & TURKAK Accreditation



TS EN ISO 15189: International Quality Standard for Medical Laboratories

- An internationally recognized standard.
- Defines the quality and competence of medical laboratories.
- Focuses on patient safety, accurate results, continuous improvement, and personnel competence.
- Provides a documented and systematic approach to all laboratory processes.

TURKAK (Turkish Accreditation Agency)

- The only authorized accreditation body in Türkiye.
- Evaluates laboratories' compliance with the standard through impartial and independent audits.
- Accreditation certifies that the laboratory is impartial, reliable, and internationally recognized.

As Nesiller Genetic Diseases Evaluation Center, we received ISO 15189:2014 Medical Laboratory Accreditation for Quality Management from TURKAK in 2018.

What Have We Gained?

- ✓ Reliability: Our results are scientific, verifiable, and internationally recognized.
- ✓ Transparency: All of our processes are documented.
- ✓ Continuous Improvement: We become better every day through feedback, audits, and quality controls.
- ✓ Personnel Competence: We work with a trained, knowledgeable team that actively contributes to the process.
- Every employee is a part of the accreditation system. Taking ownership of your processes and providing feedback are highly valuable.



What Is Our Quality Policy?

- To carry out our activities in accordance with standard genetic analysis procedures defined in national and international standards or normative documents, in the shortest possible time and in a cost-effective manner, based on the principles of impartiality, independence, integrity, confidentiality, and reliability.
- To meet genetic diagnostic requests from customers at the highest possible level, without discrimination, by using standard-compliant methods and equipment traceable to national and international standards, operated by continuously trained expert personnel, and to achieve the required measurement uncertainties at the lowest possible level without compromising speed–error optimization.
- To ensure customer satisfaction by completing analyses with precision and accuracy; to minimize customer complaints and respond to any complaints in the shortest possible time; and to effectively implement the Management System with the participation of all personnel, eliminating factors that adversely affect analysis results.



- To follow and implement technologies and systems that meet the requirements of the times, and to carry out the work and monitoring necessary to achieve our objectives.
- To provide all our services with qualified personnel who understand and are able to implement the documented procedures within this scope.
- To meet the needs and requirements of patients and customers.
- To remain committed to good professional practices.
- To provide analyses that fulfill their intended use.
- To ensure that laboratory objectives and policies are implemented at all levels of the laboratory organization.
- To ensure that the integrity of the management system is maintained when changes to the management system are planned and implemented.
- To ensure continual improvement of the management system by fulfilling the requirements of the TS EN ISO 15189 standard.

What Is Our Laboratory Ethics?



Laboratory management is responsible for providing accurate, appropriate, and timely services to physicians, patients, contracted institutions, and customers; maintaining confidentiality, impartiality, and integrity; and contributing to the diagnosis and treatment of patients while fulfilling professional knowledge and ethical principles.

- **Responsibility:** Compliance with legal regulations and responsibility toward the public.
- **Public Interest:** Adopting conduct that serves the public interest, valuing public trust, and acting as a professional worthy of the profession.
- **Integrity:** Fulfilling professional authority and responsibilities with a commitment to integrity in order to establish and maintain public trust.
- **Impartiality and Independence:** Maintaining impartiality during analysis and approval by avoiding any actual or perceived conflicts of interest.
- **Professional Care:** Performing professional duties in accordance with the required technical and ethical standards, and seeking assistance from subject matter experts when necessary.
- **Scope and Quality of Service:** Acting in accordance with professional ethics when determining the quality and scope of any services undertaken beyond analysis and approval (honest, impartial, competent, and discreet). Ensuring that equal and the highest quality service is provided to everyone.
- **Strict Confidentiality:** Not discussing patient samples, analyses, or results, not implying anything about them even through behavior, and maintaining complete discretion.



What Are Our Quality Objectives?

- **Accuracy and Reliability**

Maintain the accuracy of all test results above **98%**.

Achieve **100% compliance** in internal and external quality controls.

- **Timely Reporting**

Maintain reporting performance above **95%** according to the targeted **TAT (Turn-Around Time)** criteria.

Complete reporting of urgent test results within the maximum specified turnaround time.

- **Personnel Development**

Ensure participation in at least **2 internal** and **1 external** training sessions annually.

Assess all employees' level of knowledge regarding quality systems through evaluation surveys.

- **Patient and Physician Satisfaction**

Conduct a satisfaction survey **once a year**.

Respond to **100% of complaints within 5 business days**.

- **Continuous Improvement**

Initiate corrective actions for nonconformities identified during internal audits.

Reduce documentation deficiencies in new test validations to **zero errors**.

✓ **Let's Remember!**

Quality is not just about certification; it is a part of our daily work.

Every employee plays a critical role in maintaining the sustainability of the laboratory's quality.

Final Remarks



We recognize the importance of considering the multiple dimensions of providing genetic services:

Patient management – customer satisfaction

Strength in technological investment and expertise in genetic counseling

Organizational competence to provide pre-test and post-test support to clinicians and patients

The ability to effectively manage multidisciplinary collaboration among experts from different fields of expertise

We offer our expertise and competence in these areas to all parties involved in this process.

Public & Private
Hospitals

Pathology
Laboratories

Patients

Physicians

Pharmaceutical
& Medical Device
Companies

Regulatory
Authorities

