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Name: LLC "Kromos"

Sphere: Molecular-Genetics Research

Address: Tbilisi, Georgia, St. Beliashvili N76.

The company's policy is a document in which the sphere of the company's activities, the factors of ensuring the functioning and quality performance of its activities are mentioned.

This document is drawn up based on the management meeting and approved by the company's director.

"Kromos" LLC operates in the direction of molecular-genetic research, which aims to offer modern genetic solutions, to determine adequate methods of disease prevention, diagnosis and treatment. Also, the prediction of genetic diseases determined as a result of the research can be used as a basis for making a decision to transfer the embryo to the uterus during artificial insemination.

The purpose of genetic research conducted in the reproductive direction is the research of relevant biological material on genetic pathologies, before pregnancy or after pregnancy loss, in order not to conceive, give birth to a fetus with genetic pathology and/or to avoid the risk of repeated cases.

As for the direction of oncology research, its purpose is to help the medical staff to select a targeted therapy for the patient.

Also, the laboratory works in the direction of determination and prediction of carrying various genetic diseases.


The policy of "Kromos" LLC is based on the implementation of activities in accordance with internationally recognized standards and requirements, as well as local legislation.

Due to the fact that the activity is a high-risk medical activity, special importance is attached to the protection of labor safety of the laboratory personnel, for which each employee who is directly or indirectly involved in the work process is responsible, within the scope of his competence.

The company's policy is directly aimed at implementing all necessary actions to be able to protect and supply the required quality, research according to modern standards and, subsequently, issuing documentation in compliance with all norms of patient rights.

"Kromos" LLC, in order to successfully implement the above, monitors the following processes at pre-determined intervals, which directly affects the quality of the activity:

- Periodic review of the legal base;
- Conducting internal audit;
- Taking into account both short-term and long-term risks, assessing risks and implementing constructive actions or planning to avoid them;

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- Monitoring of employee training and evaluation system;
- Technical base, which includes measuring tools and devices, their timely calibration and full targeted technical support;
- Internal and external laboratory controls;
- Constant control and supervision of all work processes of the company;
- Responding to complaints, if any;
- In addition to the above, "Kromos" LLC monitors and supervises those processes reactions that indirectly affect the quality and reputation of the company;
- In addition to quality, the company is a patient-oriented institution and it is obliged to carry out customer satisfaction evaluations at regular intervals;
- Monitoring the protection of patient's personal data;
- Also, one of the most important links is the "supplier", which is also evaluated according to the relevant procedure.

In order to ensure quality, the company is obliged to:

- Full compliance with legislative and standard - ISO 15189-2015 "Medical laboratories - requirements for quality and competence" requirements;
- Continuous improvement of the effectiveness of the quality management system, including improvement of all processes;
- Ensuring the quality and reliability of the research carried out by "Kromos" LLC;
- Compliance with the legislative and internal requirements of the company, as well as continuous improvement of the effectiveness of the quality management system;
- Systematic increase of competence and professional training of laboratory personnel.

Ways to achieve the set goals:

- Involvement of top-management in supporting the quality management system;
- Development, implementation, accreditation and continuous support of ISO 15189-2015 standard requirements;
- Ensuring risk management processes;

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- Research and analysis of client satisfaction;
- Increasing the competence of employees;
- Participation in inter-laboratory research;
- Provision of favorable and safe working conditions.

The leadership of "Kromos" LLC undertakes to fulfill the company's policy and on the effective implementation of processes, in accordance with the legal requirements and the requirements of the international standard ISO 15189-2015 "Medical laboratories - requirements for quality and competence".

I, the director of the company, certify: Nana Shatberashvili

