

MODES OF OPERATION

The Board applies the following Modes of Operation in pursuing its objectives:

Services:

- a) seek improvements in the quality, efficiency and effectiveness of its services, including meeting performance targets agreed with the Secretary of State;
- b) provide customers with accurate, timely and authoritative advice, information and results;
- c) maintain, and where possible improve, the cost effectiveness of performance to the benefit of its customers;
- d) gauge the effectiveness of standardisation and control of biologicals in collaboration with other organisations;
- e) maintain a high quality of performance and systems for the provision of services and materials, and where appropriate secure independent accreditation;

Scientific:

- f) seek, where appropriate, accreditation for Quality Assurance systems;
- g) develop methods of control and standardisation of biologicals that eliminate or minimise the use of animals;
- h) act as a centre of scientific excellence in all matters relating to the control and standardisation of biologicals;
- i) adopt a multidisciplinary approach to studies, where appropriate;
- j) develop improved approaches and methodologies that will lead to more effective and/or efficient control and standardisation of biologicals;
- k) maintain a standard of equipment and techniques appropriate to recent advances in research and development;

Impartiality:

- l) provide impartial advice consistent with the Board's statutory role in the UK and NIBSC's status as a WHO International Laboratory;
- m) avoid any abuse of the Board's monopoly position (in the development of control tests and standards) while fostering the protection and exploitation of innovations by NBSB staff;
- n) maintain the confidentiality of information and materials as appropriate;
- o) pass on to the appropriate authority any information deemed significant to the protection of public health.