Quality Assurance

Clients expect consistent, accurate and timely test results from the Texas A&M Veterinary Medical Diagnostic Laboratory (TVMDL).

To meet these expectation, TVMDL is committed to its Quality Assurance System, which is staffed by four professionals.

This system is critical to maintaining TVMDL’s status as the only Texas lab accredited by the American Association of Veterinary Laboratory Diagnosticians (AAVLD).

Protecting animal and human health through diagnostics
TVMDL maintains a robust Quality Assurance program that:

- Takes corrective and preventative actions.
- Evaluates and responds to feedback from clients.
- Tracks staff training and manages proficiency testing.
- Conducts routine internal and management reviews, as well as annual audits for each TVMDL location.
- Oversees the control of documents and the approval of subcontractors.
- Tracks the management of equipment to ensure timely calibration at all four locations.
- Works with an active Quality Assurance committee comprising professional and staff representatives.

TVMDL welcomes and encourages its clients to communicate their questions, suggestions, concerns or complaints concerning any test result, interaction with staff, or quality of TVMDL services.

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**Four locations to serve you**

<table>
<thead>
<tr>
<th>Location</th>
<th>Service</th>
<th>Phone</th>
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<tbody>
<tr>
<td>College Station</td>
<td>Full service</td>
<td>888-646-5623</td>
</tr>
<tr>
<td>Amarillo</td>
<td>Full service</td>
<td>888-646-5624</td>
</tr>
<tr>
<td>Center</td>
<td>Poultry</td>
<td>936-598-4451</td>
</tr>
<tr>
<td>Gonzales</td>
<td>Poultry</td>
<td>830-672-2834</td>
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