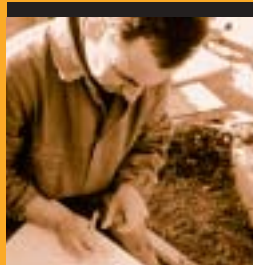




**Federation of  
Veterinarians of Europe**

Code of  
**Good  
Veterinary  
Practice**





## 1 Introduction

Veterinarians play an important role in protecting animal welfare, animal health, public health as well as the environment and provide a wide range of services.

This Code of Good Veterinary Practice is a standard specifying the European veterinary ethics and principles of conduct as well as the requirements relating to the quality management system within a veterinary organisation, when the latter:

1. Wishes to improve its ability to give services in conformity with:
  - The legislation in force,
  - The Professional Code of Conduct in force,
  - The requirements of the clients,
  - The ethics principles relating to the services provided and/or the animals under its care.
2. Must demonstrate its ability to deliver services, which are constantly in line with customer requirements and the legislation in force.

Implementation of this Code is therefore voluntary.

The requirements of this standard are designed in such a way that they can be applied to any veterinary organisation, whatever its size or its area of activity.

Where any requirement of this standard cannot be applied due to the nature of an organisation and its service, this can be considered for exclusion. Such exclusion shall not affect the organisation's ability or responsibility to provide services that meet applicable regulatory requirements as well as the ethics and the principles of conduct applicable to the veterinary profession.

This Code, however, only sets general principles. Additional guidelines should be developed to cover the more specific requirements that apply to the different areas of activity of the veterinary profession.

This Code was prepared under the auspices of the Federation of Veterinarians of Europe (FVE) by veterinarians for veterinarians and will be given the status of a European standard for veterinary organisations.

The objective of this Code is to serve as a basis for FVE member organisations wanting to implement their own GVP/Quality management system scheme.

FVE member organisations could have their GVP/Quality management system scheme assessed by FVE for compliance with this Code.

This Code was drawn up in such a way that it can be used as an aid to achieve an ISO 9001:2000 certification. All the quality vocabulary of this standard is therefore taken from the 2000 version of the ISO 9000 standard.

The provisions of this standard are complementary to and do not replace national or European legal obligations.

This Code shall be reviewed at least every five years.

A commitment to continual improvement is an integral part of this Code.

## European Veterinary Ethics & Principles of Conduct

Veterinary organisations seeking to implement this Code of Good Veterinary Practice shall ensure that those veterinarian members of their personnel comply with the principles of this chapter.<sup>1</sup>

### 2.A Veterinarians and Animals

- Veterinarians shall endeavour to ensure the welfare and health of the animals under their care in whichever section of the veterinary profession they work.
- Veterinarians shall always take into account the five freedoms<sup>2</sup> for assessing animal welfare.
- When aware of violations to animal welfare legislation, veterinarians shall immediately bring this to the attention of the owner of the animal(s) and do everything within their reach to solve the problem.
- Veterinarians shall treat all animals in their care with respect.

### 2.B Veterinarians and their Customers

- Veterinarians shall foster and maintain a good relationship with their customers.
- Veterinarians shall earn the trust of their customers through full communication and by providing appropriate information.
- Veterinarians shall respect their customers' views and protect their customers' confidentiality.
- Veterinarians shall respond promptly, fully and courteously to complaints and criticism.
- Veterinarians shall be aware of the different needs of their customers.

### 2.C Veterinarians and the Veterinary Profession

- Veterinarians shall familiarise themselves with and observe the relevant legislation and Codes of Conduct in relation to veterinarians as individual members of the veterinary profession.

- Veterinarians shall not bring the veterinary profession into disrepute.
- Veterinarians shall foster and endeavour to maintain good relationships with their professional colleagues.
- Veterinarians shall ensure the integrity of veterinary certification.
- Veterinarians shall maintain and continue to develop their professional knowledge and skills.
- Veterinarians, when performing tasks on behalf of a third party or another veterinarian, shall ensure that there is no conflict of interest and shall not use their position to try to extend their clientele or to gain a personal advantage. When asked by the customer to perform any task other than these, veterinarians shall not accept without agreement from the regular veterinarian.

### 2.D Veterinarians and Medicinal Products

- Veterinarians must understand and comply with their legal obligations in relation to the prescription, safekeeping, use, supply and disposal of medicinal products.
- Any problem relating to the handling or administration of medicinal products shall be recorded and dealt with according to general pharmacovigilance principles and requirements. These include:
  - It shall be reported to the Marketing Authorisation holder and/or the Competent Authority not later than 15 days following the event.
  - The telephone numbers/addresses of Marketing Authorisation holders and the relevant Competent Authority shall be available in the organisation.
  - The relevant forms for the recording of adverse reactions, as supplied by the relevant Competent Authority, shall be available in the organisation. If the Competent Authority does not supply those forms, the veterinary organisation shall report the event on self-created forms detailing all relevant information.

1. These requirements are without prejudice of the national ethical and principles of conduct that any veterinarian must observe as a member of the veterinary profession.

2. Freedom from hunger and thirst.  
Freedom from pain, injury and disease.  
Freedom from fear and distress.  
Freedom to express normal behaviour.  
Freedom from discomfort.

## 2.E Veterinarians and their Personnel

- Veterinarians shall implement the relevant legislation applicable to employers, employees and business owners.
- Veterinarians and their personnel shall be insured for legal and professional liability.
- Veterinarians shall encourage and ensure the continual improvement of the professional and/or technical knowledge and skills of their personnel.
- Any personnel of the organisation shall maintain a high level of personal hygiene and cleanliness.

## 2.F Veterinarians and Safety and Health at Work

- Veterinarians shall ensure the safety, health and welfare of their personnel, patients and customers, in particular concerning:
  - Manual Handling (Lifting of weights and restraint)
  - Slips, trips and falls (Protection against wet floors, uneven surfaces, steps etc)
  - Fire Safety (Dealing with combustible substances, fire and electric hazard)
  - Work equipment (Proper use of equipment, awareness of electrical and fire hazards)
  - Hazardous substances (X-ray radiation, anaesthetic gases, pharmaceutical and hazardous product)
  - Work-related illnesses



It is therefore the responsibility of the veterinarian to take all reasonable precautions to protect their personnel, patients and customers from these issues by ensuring that:

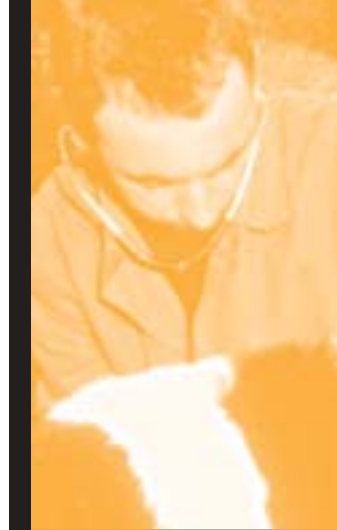
- Premises are secure
- Personnel is trained in Safety and Health at work
- Basic first aid is available and all personnel know where to find the First Aid Box
- Personnel knows how to evacuate the premises in the event of fire and practice these skills
- Protective clothing is provided to personnel where there is a requirement for personal safety
- The personnel and the public are made aware of any potential risk to them

## 2.G Veterinarians and Public Health

- Veterinarians shall seek to ensure the best protection of public health.
- Veterinarians shall, whenever appropriate, advise their customers about measures to minimise the risk of exposure to zoonotic agents, food borne pathogens, residues, contaminants (biological and chemical agents) and antimicrobial resistance.
- Veterinarians shall make animal owners aware of their responsibilities to the public.

## 2.H Veterinarians and the Environment

- Veterinarians shall attempt to reduce pollution of the environment by waste avoidance, recycling, using re-usable articles when appropriate, and correct disposal of waste.
- Veterinarians shall endeavour to reduce environmental pollution by careful and appropriate use of disinfectants, medicinal products and other chemicals.
- Veterinarians shall aim to be environmentally responsible by the economical use of energy and water.
- Veterinarians shall organise facilities for separate collection of different types of waste so that they can be sent to the appropriate recycling points.
- Veterinarians shall encourage customers to dispose of veterinary waste in a safe manner.





## 2.1 Veterinarians and the Competent Authorities

- Veterinarians shall foster and endeavour to maintain good relationships with the Competent Authorities.
- Veterinarians shall fulfil, whenever required, promptly and in accordance with the instructions given, the obligations of public service which they undertake on behalf of the Competent Authorities.
- Veterinarians, when performing tasks on behalf of the Competent Authorities, shall ensure that there is no conflict of interest and shall not use their position to try to extend their clientele or to gain a personal advantage.
- When veterinarians are required by the Competent Authorities to perform tasks for the customer of another veterinarian, and when asked by the customer to perform any task other than these, veterinarians shall not accept without agreement from the other veterinarian.

## Quality management systems within a veterinary organisation

This part of the Code offers a quality management system, which can help a veterinary organisation that wishes to have such a system, to improve customer satisfaction, encouraging the organisation to analyse the requirements of its customers and to define and control the activities, which contribute to delivering services that are acceptable to its customers.

### 3.A General requirements

The veterinary organisation shall:

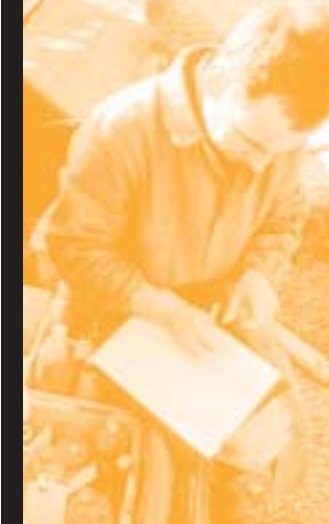
- Identify its processes and their application throughout the organization.
- Determine the sequences and interactions of these processes.
- Determine the criteria and methods needed to ensure that both operation and control of these processes are effective.
- Ensure the availability of resources and information necessary to support the operation and monitoring of these processes.
- Monitor, measure, and analyse these processes.
- Implement the continual improvement of these processes.

The quality management system will be defined, documented, implemented, re-examined, controlled and continually improved.<sup>3 4 5</sup>

### 3.B Documentation requirements

Quality system documentation shall include:

- A signed declaration by the management expressing its quality policy and its commitment,
- A quality manual or handbook (written, documented and updated) including the documented procedures of the quality management system as well as the description of the processes and their interactions,



3. What is documented is written, dated and recorded.
4. What is re-examined is analyzed, evaluated and can be the subject of a modification.
4. Any modification is the object of an update and thus a new recording by taking account of the additional modifications, which can result from it. The system is then controlled.

- Procedures (written, documented and updated) relating to all the processes affecting service quality,
- All documents necessary to ensure the planning, the operation and the effective control of the processes.

The level of documentation depends on the size and the types of activities of the veterinary organisation.

Documentation can be in any form and on any type of support.

All documents affecting the quality of the service shall be:

- Dated, approved before their publication (signed by the persons in charge) and recorded,
- Distributed to relevant personnel in accordance with pre-established distribution lists,
- Re-examined, analysed, updated according to a written procedure and again approved,
- Available, legible and readily identifiable at points of use.

The documentation will be defined, implemented, re-examined, controlled and continually improved.

All documents of external origin (applicable regulatory requirements, codes of ethics, etc.) shall be identified, available and their control shall be assured.

Any non-intentional use of obsolete documents shall be avoided. If these documents are preserved, they shall be identified in a formal way.

Records shall be retained securely for a period of five years or more if required by legislation, according to a documented procedure. They shall remain legible, readily identifiable and retrievable.

### 3.C Management responsibility

Management shall develop a quality policy and involve the personnel of the organisation in so doing.

The quality policy shall include strategic directions for the organisation and shall be devised to meet customer requirements as well as applicable regulatory requirements.

Management shall be committed to ensuring the success of this step.

#### 3.C.a MANAGEMENT SHALL LAY DOWN, PLAN AND DOCUMENT A QUALITY POLICY IN A CONSISTENT WAY

*The quality policy defines the objectives and the quality aims to be achieved for the benefit of customers (improvement of satisfaction, latent needs, competitiveness) but also for the benefit of the organisation itself (effectiveness, profitability).*

*Hierarchical and achievable quality objectives shall be defined in a consistent way.*

*Activities relating to the quality objectives shall be defined and planned.*

*The necessary resources (financial, material, human) shall be taken into account.*

#### 3.C.b A "CUSTOMER FOCUS" SHALL BE IMPLEMENTED

*Action shall be taken to identify external customers and interested parties, to ascertain their needs and to evaluate their satisfaction.*

*This information shall be communicated and understood within the organisation.*

#### 3.C.c A POLICY OF INTERNAL COMMUNICATION SHALL BE IMPLEMENTED

*Management shall communicate within the organisation the quality policy and information relating to the quality of services.*

*Management shall set an example.*

*Management shall recognize the efforts and the achievements of the personnel.*

**3.C.d THE RESPONSIBILITIES AND AUTHORITY OF INDIVIDUALS SHALL BE CLEARLY DEFINED**

*An organisational chart shall be established.*

*Any personnel shall have an understanding of what his/her responsibilities are.*

*A person with responsibility for quality and with authority to take the necessary actions should be appointed by management.*

**3.C.e THE ACHIEVEMENT AND THE RELEVANCE OF THE OBJECTIVES OF THE ORGANISATION SHALL BE EVALUATED AND RE-EXAMINED AT PLANNED INTERVALS**

*The achievement of objectives shall be evaluated and the results of internal audits, of customer feedbacks, of process performance analysis and nonconformity declarations be taken into account for that purpose.*

*The strategy of the organisation shall be improved (process reviews, management reviews).*

**3.D Management responsibility**

The achievement of objectives shall be evaluated and the results of internal audits, of customer feedbacks, of process performance analysis and nonconformity declarations be taken into account for that purpose.

The strategy of the organisation shall be improved (process reviews, management reviews).

**3.D.a THE ORGANISATION SHALL IMPLEMENT AN EFFECTIVE HUMAN RESOURCES MANAGEMENT STRATEGY**

*The organisation shall implement an effective human resources management strategy, taking into account the applicable regulatory requirements, the estimated workload, the need for replacement and the competence of the personnel.*

*Job descriptions shall be available for each position within the organisation.*

*Personnel shall be recruited with consideration of their job role and with appropriate selection criteria.*

*When recruiting new personnel, the organisation shall ensure that personnel have obtained the formal qualification required to take up and pursue the activities for which they are recruited and that they comply with the professional rules applicable to them.*

*In house training shall be provided to personnel joining the organisation.*

*Improvement of the knowledge and skills of the personnel shall be encouraged and ensured by a programme of continually and periodically evaluated development activity.*

*Documents relating to personnel, such as contracts of employment or equivalent, job descriptions, proofs of completion of formal qualifications, of continual development activities, and of appraisals should be established and recorded.*

**3.D.b THE ORGANISATION SHALL IMPLEMENT EFFECTIVE MANAGEMENT OF ITS MATERIAL RESOURCES****3.D.b.1 Premises and their surroundings**

*The premises and their surroundings shall be suited to the needs and activities of the organisation as well as in compliance with applicable regulatory requirements.*

*A plan of the premises and of their surroundings as well as of their use shall be recorded.*

*The safety and the maintenance of the premises and of their surroundings shall be ensured and recorded.*

*The cleaning and/or disinfecting of the premises and of their surroundings shall be planned, documented and in conformity with hygiene rules.*

*The premises and their surroundings and their management shall be documented, evaluated and re-examined at planned intervals.*

**3.D.b.2 Equipment (movable and immovable)**

*Equipment shall be suited to the needs and activities of the organisation as well as in compliance with applicable regulatory requirements.*

*A list of equipment and its specifications shall be available.*

*The maintenance and the calibration of the equipment shall be planned and documented.*

*The cleaning of the equipment shall be planned, documented and in conformity with the rules of hygiene.*

*The equipment and its management shall be documented, evaluated and re-examined at planned intervals.*



### 3.D.b.3 Support processes

*An efficient system for keeping customer records and related documents shall be implemented.*

*A library of information on current professional practices shall be available.*

*Cleaning, disinfecting and sterilization shall be organised in accordance with the services offered by the organisation and the applicable regulatory and hygiene requirements.*

*Waste disposal shall be organised in accordance with the applicable regulatory and hygiene requirements.*

*Appropriate safety measures shall be organised and assured.*

*Support processes and their management shall be documented, evaluated and re-examined at planned intervals.*

### 3.D.c THE ORGANISATION SHALL IMPLEMENT EFFECTIVE MANAGEMENT OF ITS WORK ENVIRONMENT

*The rules concerning health and safety within the organisation (fire and electrical hazards, X-ray radiation, hazardous products, restraint, work-related illnesses...) must be established and observed.*

*Working conditions shall be evaluated at planned intervals.*

*Assessments of personnel satisfaction shall be planned and documented.*

*The work environment and its management shall be documented, evaluated and re-examined at planned intervals.*

## 3.E Service realization

Veterinary services include many linked activities (processes). Their identification as well as an appreciation of their interactions allow improved coherence and effectiveness of these services.

### 3.E.a THE ORGANISATION SHALL DEFINE ITS PROCESSES

*The various processes of the organisation shall be identified. Their interactions shall be defined.*

### 3.E.b THE ORGANISATION SHALL COMMUNICATE WITH THE CUSTOMER

*The organisation shall identify customer requirements.*

*The organisation shall take account of the relevant applicable regulatory requirements.*

*The organisation shall inform the customer (explanatory booklets, system of recalls...).*

*The organisation shall record customer complaints.*

### 3.E.c THE ORGANISATION SHALL DOCUMENT ITS PROCESSES

*The necessary resources (material, equipment, consumables, medicinal products...) shall be allocated for each process.*

*Responsibilities shall be allocated for each process.*

*Standard operating procedures or work instructions shall be available.*

*Quality indicators shall be defined for each process.*

### 3.E.d THE ORGANISATION SHALL MANAGE ITS HORIZONTAL PROCESSES (CUSTOMER RECORDS, CASE HANDLING PROCEDURE, MEDICINAL PRODUCTS AND CONSUMABLES, PRESCRIPTIONS, CERTIFICATES) IN A CONSISTENT WAY

#### 3.E.d.1 The customer record

*Records shall be written in a detailed, legible and understandable way and in accordance with applicable regulatory requirements for every customer.*

*Customer confidentiality shall be ensured.*

*Records shall be organised, filed and constantly available.*

*The reasons for consultation and the conclusions of the initial evaluation shall be recorded in the customer record.*

*Records shall comprise all procedures performed in chronological order.*



*Specialized information (e.g. laboratory analyses) shall be associated with or referred to in the customer records.*

*Administrative information (unpaid bills, deferred payments, complaints...) shall be associated with or referred to in the customer records.*

### **3.E.d.2 The case handling procedure**

*The veterinary organisation shall organise and ensure a system for the continual reception of cases. If this is not possible, there must be an established procedure for referring customers to another veterinary organisation. Precise and understandable information on access to an alternative organisation shall be available by any normal means of communication.*

*All communications shall be answered promptly and courteously.*

*There shall be a priority case handling procedure for any emergency.*

*If a request for assistance does not come within its competence, the organisation shall be willing and able to refer cases to another organisation.*



*The initial and regular evaluation of the case shall be communicated in an understandable way to the customer.*

*The customer shall be informed of the benefits, risks and costs of the services proposed and the customer's informed consent should be obtained before providing any service.*

*The organisation shall inform the customer about its tariffs and apply the tariffs in a consistent way.*

*Detailed bills, showing all services and products supplied, shall be issued.*

*The specific needs of the animal (anxiety, pain, well-being...) shall be identified and dealt with.*

*The specific needs of the customer shall be identified and dealt with.*

*The continuity of services shall be assured.*

### **3.E.d.3 Medicinal products and consumables**

*Organisations with a stock of medicinal products/consumables shall have documented systems in place to ensure medicinal products/consumables are ordered, received, stored, administered, dispensed, prescribed and destroyed in a manner that takes account of the relevant legislation and of the manufacturers' recommendations.*

*A list (standard and quantity) of the medicinal products and the consumables that should be in permanent stock shall be established.*

*Stock control (ordering, reception of orders, delivery and rotation) shall be established, and documented. Documents shall be filed so as to make it possible to establish traceability.*

*The expiry dates, the times of use and the condition of the medicinal products shall be regularly controlled.*

*The products and the suppliers shall be selected on the basis of predefined quality criteria.*

### **3.E.d.4 Prescriptions**

*Prescriptions shall be written in a precise, understandable way and in accordance with applicable regulatory requirements.*

*Medicinal products shall only be administered, dispensed or prescribed, based on a probable diagnosis obtained after an adequate clinical examination of the animal(s) or of a representative sample of the group of animals involved.*

*The above may not be required for some types of medication in the case of farms under contract for routine veterinary supervision (subject to agreed written protocols or*

equivalent with the person responsible for the animals) and for routine preventative anti-parasite treatments in companion animal practice.

Prescriptions shall be filed in such a way that it should be possible to establish the traceability of products and services.

Customers shall be informed as to the risk and possible side effects of the handling and administration of medicinal products.

An assessment of the benefits and the costs of the prescription shall be carried out in relation to the customer.

#### 3.E.d.5 Certificates

Certificates shall be given for pre-defined purposes and shall be regarded as a statement of fact made with authority.

All the necessary steps shall be taken to ensure the integrity of certification.

Certificates shall be written in a precise, understandable way and safeguarded in accordance with applicable regulatory requirements.

Legal standard documents shall be used where required.

Certificates shall be recorded and filed in order to ensure their traceability

#### 3.E.e THE ORGANISATION SHALL CONTROL THE MEASUREMENT AND INVESTIGATION EQUIPMENT RELATING TO ITS PROCESSES

A list of all measurement and investigation equipment shall be drawn up.

Equipment shall be regularly inspected, maintained and calibrated.

#### 3.E.f THE ORGANISATION SHALL PERIODICALLY EVALUATE AND RE-EXAMINE ITS PROCESSES AND THE RELATED DATA

The processes shall be regularly evaluated and re-examined.

Communications with the customer shall be regularly evaluated and re-examined.

The documentation of the processes shall be regularly evaluated and re-examined.

The data and information generated by the various processes and their management shall be regularly evaluated and re-examined.

Controls of the measurement and investigation equipment shall be regularly evaluated and re-examined.

## 3.F Measurement, analyses and improvement

### 3.F.a THE ORGANISATION SHALL DETERMINE, COLLECT AND ANALYSE THE DATA EVALUATING THE RELEVANCE AND THE EFFECTIVENESS OF ITS SERVICES

Investigations of satisfaction shall be planned, carried out and analysed.

Customer complaints shall be collected and analysed.

Internal audits shall be planned, conducted and analysed.

Data relating to the processes and their indicators shall be collected and analysed.

Data relating to controls of the measurement and investigation equipment shall be collected and analysed.

Data relating to the nonconformity of services and products shall be collected and analysed.

### 3.F.b THE ORGANISATION SHALL CONTINUALLY IMPROVE ITS QUALITY MANAGEMENT SYSTEM

All the data and analyses relating to paragraph 3.F.a shall be documented, recorded and communicated within the organisation.

All the data and analyses relating to the reviews of the management processes and support processes shall be documented, recorded and communicated within the organisation.

Quality meetings should be planned and carried out to re-examine and improve operation of the organisation by supporting the involvement of all the personnel.

Corrective actions relating to nonconformities shall be defined, implemented, recorded and re-examined at planned intervals.

Preventive actions relating to potential nonconformities shall be defined, implemented, recorded and re-examined at planned intervals.

## 4 Definitions

**Competent Authority:** the central authority of a Member State, competent to carry out veterinary checks or any authority to which it has delegated that competence.

**Conformity/compliance:** fulfilment of a requirement.

**Continual improvement:** recurring activity to increase the ability to fulfil requirements.

**Corrective action:** action to eliminate the cause of a detected nonconformity or other undesirable situation in order to prevent recurrence.

**Customer:** recipient of a product or service.

**Customer satisfaction:** customer's perception of the degree to which the customer's requirements have been fulfilled.

**Documentation:** all records, in any form (including, but not limited to, written, electronic, magnetic, and optical records, scans, x-rays, and electrocardiograms) that describe or record the methods, conduct, and/or results of an activity, the factors affecting an activity, and the actions taken.

**Documented system:** a system, which allows the user to add data, via documents (in hard form or electronically), in a legible and detailed manner and to order data in an effective way and which makes data easy to retrieve and to control. The system should have a built in mechanism to protect the data from being lost or inadvertently changed.

**Good Veterinary Practice:** a standard which ensures that services provided by the veterinary profession are consistently produced and controlled to the quality standards defined by FVE.

**Interested party:** person or group having an interest in the performance or success of an organisation (i.e. stakeholders such as customers, owners, personnel, suppliers, unions, partners or society).

**Internal audit:** the regular or periodic assessment of the implementation and the efficiency of the quality system, inclusive of the implementation of and controls on effectiveness of corrective action by an independent member of

the veterinary organisation concerned.

**Management:** coordinated activities to direct and control an organisation or person in charge of an organisation.

**Management system:** system to establish policy and objectives and to achieve those objectives.

**Nonconformity:** non-fulfilment of a requirement.

**Organisation:** group of people and facilities with an arrangement of responsibilities, authorities and relationships.

**Organisational chart:** Schematic description of the tasks, responsibilities and hierarchic organisation within the organisation.

**Personnel:** anyone employed by or working for an organisation.

**Pharmacovigilance:** the post-authorisation surveillance of medicinal products.

The scope of veterinary pharmacovigilance covers:

- Suspected adverse reactions in animals, including those that occur when products are used off-label
- Lack of expected efficacy
- Human reactions to veterinary medicines
- Potential environmental problems
- Reported violations of approved residue limits

**Preventive action:** action to eliminate the cause of a potential nonconformity or other undesirable potential situation in order to prevent occurrence.

**Procedure:** specified way to carry out an activity or a process.

**Process:** set of interrelated or interacting activities, which transform inputs into outputs.

Processes can be classified according to three types:

- Realization processes, which are the easiest to identify as they contribute directly to service delivery (e.g. consultation, hospitalisation, surgery...),
- Support processes, which bring the resources necessary for the realization processes (e.g. customer records, scientific data and information, equipment...),
- Management processes, which direct and ensure coherence of realization and support processes by determining the policy and the objectives of the organisation.

Identification of processes makes it possible for all the personnel of the veterinary organisation to analyse their own activity and their interactions and thus to improve the cohesion of the system.

**Quality manual:** document stating the quality policy and describing the quality system of a organisation listing all protocols, work instructions and registration forms that are in place at the time, in an orderly and classified manner.

**Quality:** degree to which a set of inherent characteristics fulfils requirements.

**Quality management system:** Management system to direct and control an organisation with regard to quality.

**Quality policy:** overall intentions and direction of a organisation related to quality, as formally expressed by management.

**Requirement:** Need or expectation that is stated, generally implied or obligatory.

**Review:** activity undertaken to determine the suitability, adequacy and effectiveness of the subject matter to achieve established objectives.

**System:** set of interrelated or interacting elements.

**Traceability:** ability to trace the history, application or location of that which is under consideration.

**Veterinary check:** any physical check and/or administrative formality, which is intended for the protection, direct or otherwise, of public or animal health.

**Veterinary organisation:** Any organisation where any field of veterinary medicine and/or science is practised.

**Veterinarian:** Any holder of a diploma, certificate or other evidence of formal qualification in veterinary medicine required to take up and pursue the activities of a veterinarian. This term is equivalent to veterinary surgeon.

**Veterinary Practice:** The total of buildings, infrastructure, veterinarians, support personnel and necessary documentation. However, the term veterinary practice in Good Veterinary Practice is defined as any veterinary service provided by a veterinary organisation.

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Hungary	Magyar Állatorvosi Kamara
Iceland	Dýralæknafélag Íslands
Ireland	Veterinary Ireland Irish Veterinary Council
Italy	Federazione Nazionale degli Ordini Dei Veterinari Italiani
Latvia	Latvijas Veterinārstu biedrība
Lithuania	Lietuvos Veterinarijos Gydytoju Asociacija
Luxembourg	Association des Médecins Vétérinaires du Grand-Duché de Luxembourg
Malta	Malta Veterinary Association
Netherlands	Koninklijke Nederlandse Maatschappij voor Diergeneeskunde
Norway	Den Norske Veterinærförening
Poland	Polska Izba Lekarzy Weterynarii
Portugal	Ordem dos Medicos Veterinarios Sindicato Nacional dos Medicos Veterinarios
Romania	Asociatia Generala a Medicilor Veterinari din România
Slovak Republic	Komora veterinárných lekárov Slovenskej Republiky
Slovenia	Veterinarska Zbornica Slovenije
Spain	Consejo General de Colegios Veterinarios de España
Sweden	Sveriges Veterinärförbund
Switzerland	Gesellschaft Schweizerischer Tierärzte/ Société des Vétérinaires Suisses
Turkey	Türk Veteriner Hekimleri Birliği
UK	British Veterinary Association Royal College of Veterinary Surgeons
Yugoslavia	Veterinary Chamber of Serbia & Montenegro
Sections	European Association of State Veterinary Officers (EASVO) Federation of European Veterinarians in Industry and Research (FEVIR) Union of European Veterinary Hygienists (UEVH) Union Européenne des Vétérinaires Praticiens (UEVP)