

Better Quality Management Assessment!



Purpose

This assessment determines the alignment of your laboratory's quality management program with current regulatory and accreditation requirements for quality.

Benefits

The feedback I provide highlights areas of strengths and weaknesses in your laboratory's established program for managing the quality of testing and services provided to your customers.

Activities

First, I perform an office review of your laboratory's existing documentation of its quality management program, noting good practices, areas for improvement, and any nonconformances.

Then, I perform an on-site assessment, observing your laboratory's "quality in action" and determining whether the activities, as practiced, conform to your documentation and the current requirements.

We'll close in a feedback session of my findings with your laboratory's management staff and we'll create an action plan for closing gaps between your actual and desired levels of quality management.

Follow-Up

I can provide follow-up training and facilitation on all aspects of quality management that will help your laboratory close the gaps identified in the assessment. Please see the other services provided by *Laboratories Made Better!* for more information about quality management.

Lucia Berte has many years' experience as a laboratory and quality manager, laboratory and blood bank assessor, trainer, presenter, and consultant. She has clients and speaking engagements in several countries and serves as a volunteer on several national and international committees that develop laboratory quality management guidelines and standards.

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