

Better Quality Management Implementation!



Purpose

This on-site program provides vital information your laboratory needs to understand and implement the quality management system (QMS) model that laboratories everywhere are using to improve efficiency and meet current regulatory and accreditation requirements for laboratory quality and patient safety.

Benefit

Although printed guidelines and articles in laboratory literature describe the 12 quality system essentials (QSEs) in the QMS model, my on-site education programs provide a deeper level of information on how to

implement a QMS in *your* laboratory, with ample time for questions, discussion, and action planning.

Activities

During this on-site training, I use lecture, discussion, and group activities to cover all or selected QMS elements.

- We can overview all 12 QSEs in a one day program.
- We can study individual QSEs in half- or full-day workshops that contain increasingly more detail, depth and hands-on activity.
- We can cover all 12 QSEs in a five-day comprehensive program.

Follow-Up

We can schedule periodic on-site visits to discuss progress made, problems or barriers to implementation, and action path forward. 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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