

Better Quality Manual!



Purpose

This on-site program helps your laboratory complete a template for developing a quality manual—a comprehensive written description your laboratory’s quality program—that specifies intent and implementation with regard to the current regulatory and accreditation requirements for laboratory quality and patient safety.

Benefit

As we together develop the laboratory quality manual, we are also simultaneously:

- *training* management staff in their quality and patient safety responsibilities
- *educating* all staff about the laboratory’s quality management system
- *documenting* the laboratory’s quality management system for external assessors, and
- *explaining* your laboratory’s commitment to quality and patient safety to your internal and external customers.

Activities

We develop the laboratory’s quality manual on-site. I facilitate a discussion with selected laboratory staff to complete the quality manual template in the laboratory’s own words, describing the policies, processes, and procedures your laboratory uses to meet quality and patient safety requirements.

Follow-Up

We can schedule additional on-site visits to assess progress made, discuss any problems or barriers to implementation, and plan the action path forward.

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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