

School of Medical and Allied Sciences

Course Code :BMLT3004

Course Name: Laboratory Quality Management



Introduction- Laboratory Quality Management System

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Program Name: B.Sc Medical Lab

project planning concept change
making manufacturing empowerment delivered design
expectations customers fostered monitored
communications continuously activities aggregate
elements consist functions commitment component foster attempt
satisfaction everyone fear approach products well mission
employee strategy buying consumption measuring meeting interconnecting continuous impossible human defined
excellence committed integrating focus computers called exceed incorporate company identified allow criteria
objectives systematic material generated difference government ways goals although meet detect level data work history common large departments cross-functional
integrated sigma system culture internal performance organization based research
decision system many data work history common large departments cross-functional
culture internal performance organization based research
involvement employees suppliers required
customer strategic definition measures
business implementing inclusive efforts
understand customer-focused toward formal
determines consultants form core competitive
managers vision maintaining

TQM

steps
improve
improving
enthusiastically

TOTAL QUALITY MANAGEMENT

performance organization based research

involvement employees suppliers required

customer strategic definition measures

business implementing inclusive efforts

understand customer-focused toward formal
determines consultants form core competitive
managers vision maintaining

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- Illustrate the basic concept of laboratory quality management and its importance



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Learning Objectives

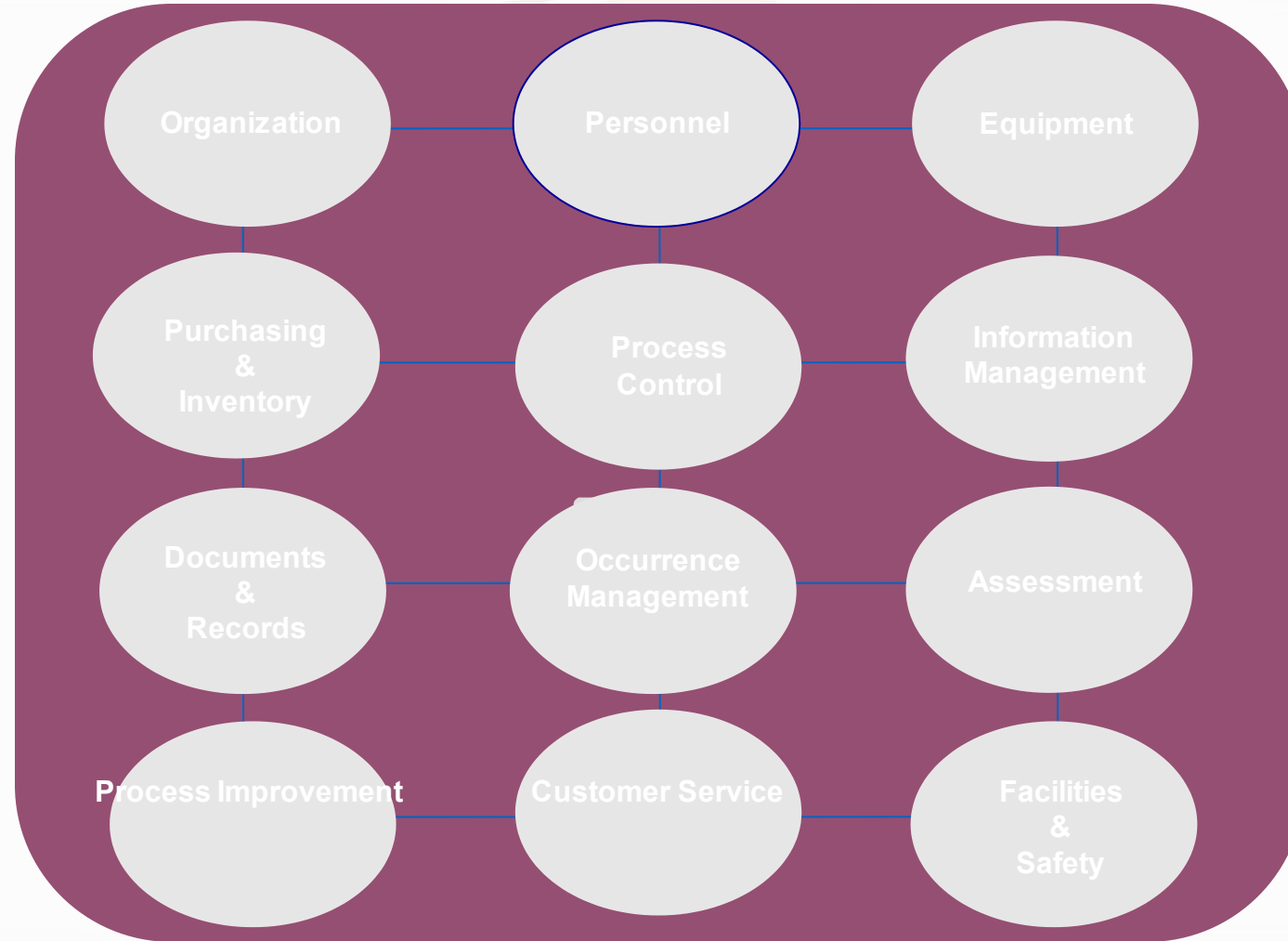
At the end of this activity, participants will be able to:

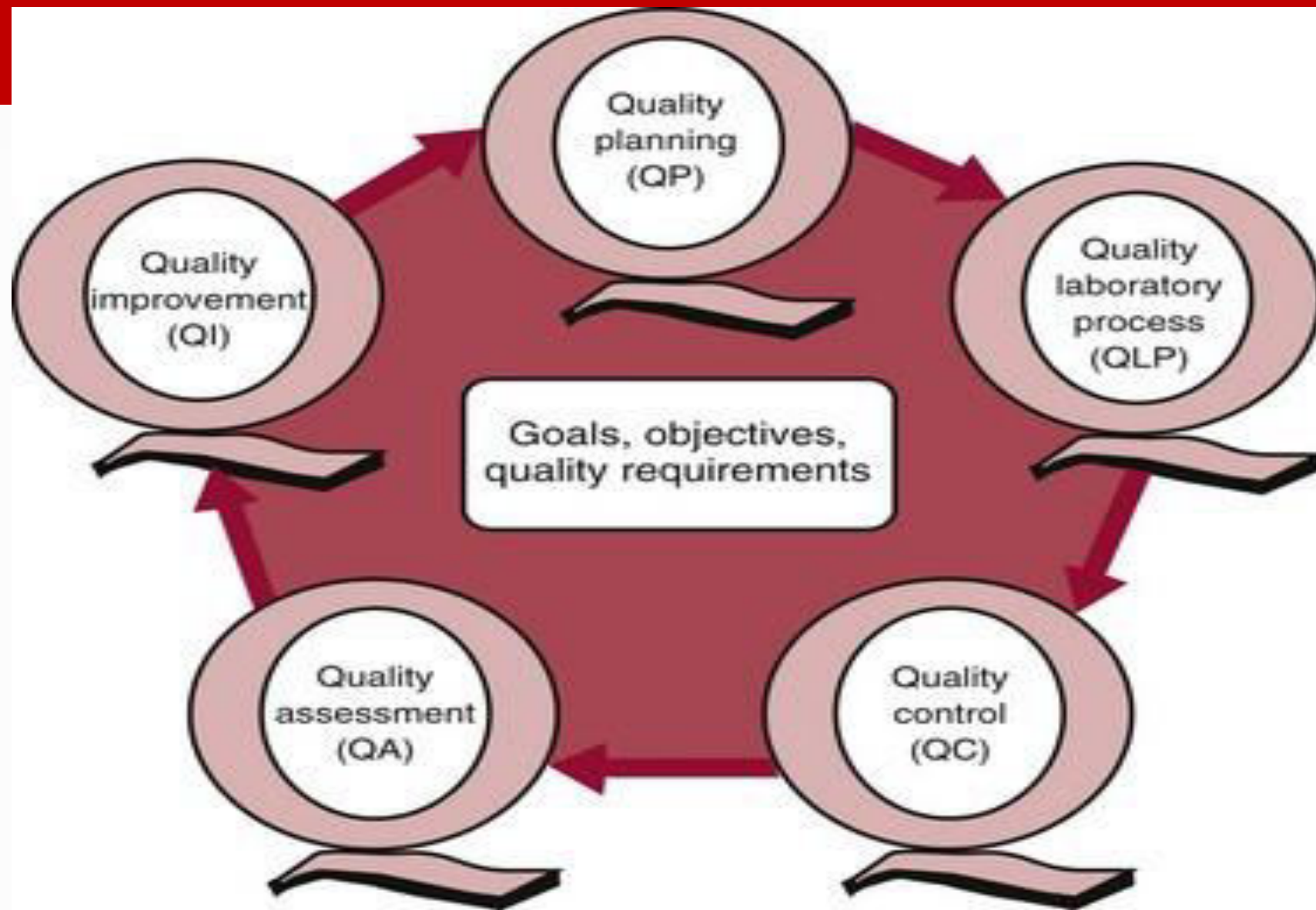
- Define the essential terms of Quality and TQM System

The logo of Galgotias University is a stylized circular emblem with three curved, overlapping bands in shades of yellow, blue, and red, creating a sense of motion or a 'G' shape.

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The Quality Management System





- The traditional framework for managing quality in a healthcare laboratory has emphasized the establishment of quality laboratory processes (QLPs), QC, and quality assessment (QA).
- A QLP includes analytical processes and the general policies, practices, and procedures that define how work is done.
- QC emphasizes statistical control procedures but also includes nonstatistical check procedures, such as linearity checks, reagent and standard checks, and temperature monitors.
- QA, as currently applied, is primarily concerned with broader measures and monitors of laboratory performance, such as (1) turnaround time, (2) specimen identification, (3) patient identification, and (4) test utility.
- Quality “assessment” is the proper name for these activities rather than quality “assurance.” Measuring performance does not by itself improve performance and often does not detect problems in time to prevent negative outcomes.
- Quality assurance requires that causes of problems be identified through QI and eliminated through quality planning (QP), or that QC be able to detect problems early enough to prevent their consequences.

Quality Planning

Definition of Quality goals:

That's what we want to achieve!

Quality Control

Constructive measures:

How we have to work!

Quality Inspection

Analytical measures:

Have we achieved the goals?

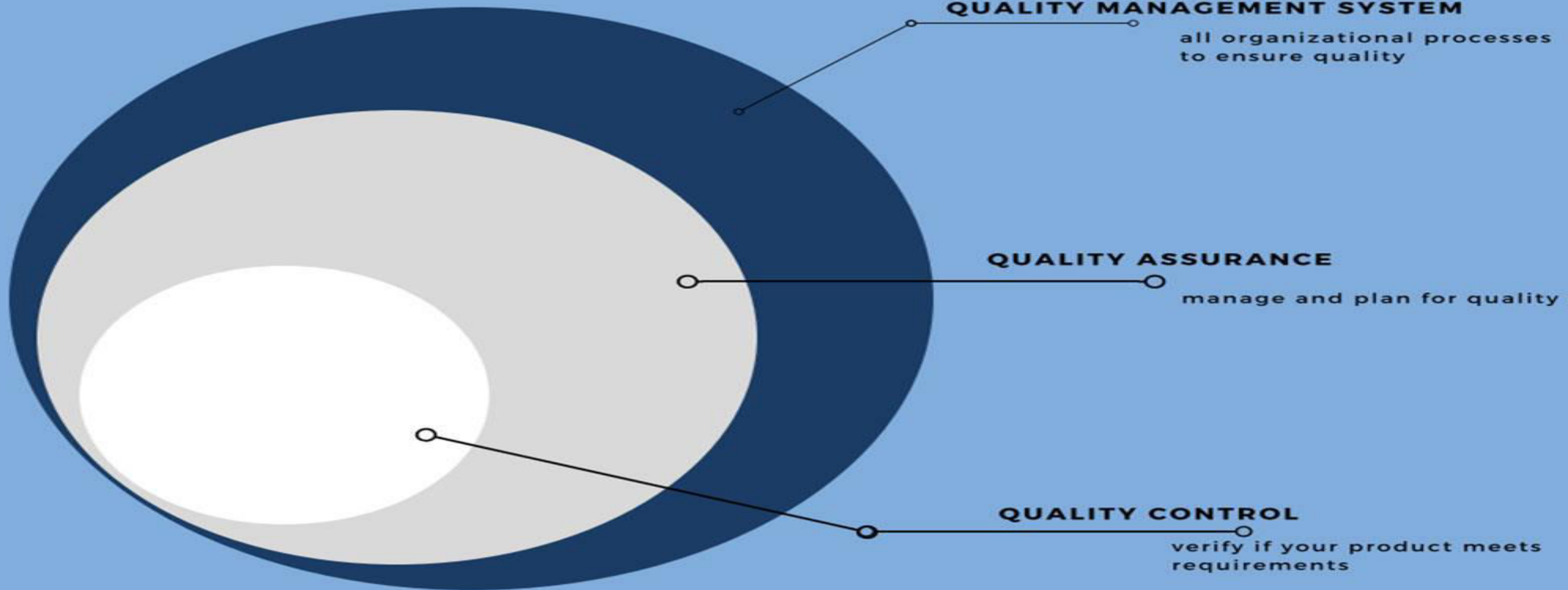
Have we worked correctly?

Quality Improvement

Improvement measures:

That's what we can improve!

QUALITY MANAGEMENT



Definitions

- , media) Quality assurance (QA)

System designed to continuously improve the reliability and efficiency of laboratory services. Includes internal quality control, external quality assessment, and quality improvement.

- Quality control (QC)

Includes all means by which the TB laboratory controls operations (instrument checks, checking new lots of staining solutions, reagents).

Quality Assurance Vs Quality Control

Process Oriented

QA

Product Oriented

QC

Quality Control



Focused on Product

Reactive

Line Function

Finds Defects

Testing

Quality Assurance



Focused on Process

Pro-active

Staff Function

Prevent Defects

Quality Audits

In summary

- Quality management is not new.
- Quality management grew from the good works of innovators who defined quality over a span of 80 years.
- Quality management is as applicable for the medical laboratory as it is for manufacturing and industry.

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Key Messages

- A laboratory is a complex system and all aspects must function properly to achieve quality.
- Approaches to implementation will vary with local situation.
- Start with the easiest, implement in stepwise process.
- Ultimately, all quality management system elements must be addressed.



Questions?

Comments?

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SITY

References

- Recommended list of e-books.
- https://apps.who.int/iris/bitstream/handle/10665/44665/9789241548274_eng.pdf;jsessionid=86699B950C2CBD7E7EB268F807CEEFDA?sequence=1
- https://books.google.co.in/books?id=FQaOq7Tuc_cC&printsec=frontcover&dq=Laboratory+Quality+Management&hl=en&sa=X&ved=0ahUKEwiSh9u18czjAhXFF3IKHcBgAF4Q6AEILDAB#v=onepage&q=Laboratory%20Quality%20Management&f=false
- <https://books.google.co.in/books?id=vGLa5Dy2d24C&printsec=frontcover&dq=Laboratory+Quality+Management&hl=en&sa=X&ved=0ahUKEwiSh9u18czjAhXFF3IKHcBgAF4Q6AEIMTAC#v=onepage&q=Laboratory%20Quality%20Management&f=false>

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