5 Erroneous Thoughts About Quality

- Quality means goodness
- Quality cannot be measured
- The costs of quality are too expensive
- Quality problems originate with workers
- Quality is the responsibility of the quality department

- Quality means conformance to requirements
- Quality is measured by number on non-conformances
- It is cheaper to do things right the first time
- Most problems originate with process
- Quality is everyone’s responsibility
Quality Costs

- Cost of Control
  - Cost of Prevention
  - Cost of Appraisal
  - Internal Failure
  - External Failure

- Cost of Failure of Control

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Laboratory Quality Management System
Training Toolkit

Website
Goals

Provide comprehensive materials

- to design and organize training workshops

- for all stakeholders in health laboratory processes
Partnership

- **WHO** Lyon Office; U.S. Centers for Disease Control and Prevention (CDC); Clinical and Laboratory Standards Institute (CLSI)

- Based on *training* sessions and modules provided by CDC and WHO in more than **25 countries**, and on *guidelines* developed by CLSI for implementing a quality management system in health laboratories
Who should use this Toolkit?

Trainers in **national or international** settings

- select and **customize** materials

- to meet the needs for **local target audiences**
  - laboratory directors
  - quality managers
  - laboratory technologists
How is the Toolkit organized?

- Based on internationally recognized standards
  **ISO 15189**
  **CLSI GP26-A3**
- 18 modules organized following the CLSI
  “**12 Quality System Essentials**”
 Modules

1. Introduction
2. Facilities and Safety
3. Equipment
4. Purchasing and Inventory
5. Sample Management
6. Introduction to Quality Control
7. QC for Quantitative Tests
8. QC for Qualitative Tests
9. Audits
10. External Quality Assessment
11. Norms and Accreditation
12. Personnel
13. Customer Service
14. Occurrence Management
15. Process Improvement
16. Documents and Records
17. Information Management
18. Organization

Process control

Assessment
Structure & Materials

Module cover sheet

Linking the reference contents and the examples of learning activities

Reference contents
- Contents sheets
- Annexes
- References

Training resources
- Slides
- Activity sheets
- Test questions

Optional contents & material
Content sheets, Annexes, Activity sheets, Slides
Training techniques

- Group discussions
- Case studies
- Exercises
- Simulations
- Interactive presentations
And also...

- Training tips and techniques
- Evaluation models and examples
Training Toolkit versions

- **Web version (EN, FR, RU)**

- **CD-Rom (EN, FR, RU soon)**

- **Handbook (EN, FR and RU soon)**

- **Other translations:** Chinese, Turkish, Georgian
Statistics - Training

- Number of training events: 43
- Number of lab staff trained: 1046
- Countries: 59, from the 6 WHO regions
Statistics – Training

- Audience:
  - lab quality managers
  - lab managers (PH and vet)
  - lab specialists (PH and vet)
  - lab directors
  - lab technicians
  - pathologists
  - hospital administrators
  - public health professionals
  - department heads from various Ministries
Statistics – Other event

- Number of other events: 12
- Number of people exposed: 526
- Countries: more than 70, from the 6 WHO regions
Statistics – LQMS documents

- CD-Rom EN (2009): 600
- CD-Rom FR (2012): 80
Training-of-trainers course on Laboratory Quality management System for South eastern European Countries
Belgrad, Serbia, 14-17 December 2010
Laboratory Quality Management System
Training of Trainers in the Caribbean
Port of Spain, Trinidad and Tobago, 11-16 June 2012
Subregional training workshop on Laboratory Quality Management
Cairo, Egypt, 19-22 November 2012
Some future events...

- Laboratory Quality Management Systems Workshop, Kazakhstan, 3-7 Dec 2012, for 30 laboratory managers and directors
- Workshop on practical implementation of documents and records, Armenia, 10-14 Dec 2012, for 25 laboratory managers
- Laboratory management training sessions, Turkey, 10-15 Dec 2012, for 250 laboratory specialists and technicians