

Laboratory Quality Elements

The Laboratory Quality Management Systems are founded on:

- Robust organisational structure
- Strong and decisive leadership, management and review
- Vision and direction
- Recruitment of highly motivated and competent practitioners at all levels
- Strong investment in training and education
- Investment in high quality materials and equipment and supplier qualification
- Service level agreements and market recall
- Inventory management
- Service user engagement and responsiveness to their needs and concerns
- Proficiency testing
- Efficient and effective working practices and protocols
- A culture of continuous learning and quality improvement
- Process development, validation, verification and change control
- Annual review, document control and robust retention, storage and retrieval processes
- Information Technology investment and management
- Incident and nonconformity identification, investigation, analysis, categorisation and effective management
- Quality indicators
- Internal audit
- External assessments
- Proficiency testing and quality reporting
- Needs assessment, customer comment and complaint investigation and resolution
- Continual improvement and opportunity identification using quality management tools