

# What Laboratory Leaders Need to Know...

Pre-examination error	Reading Understanding and	Costs of Quality
Examination error	Implementing Standards	Internal Failure
Post Examination errors	<b>ISO15189 &amp; RELATED standards</b>	External Failure
Error Awareness	Developing Policies	TEEM Costs
Error Detection	Developing Procedures	Costs of Poor Quality
Customer Satisfaction	Document Control	Risk Awareness
Who is my Customer?	Visual Boards	Risk Analysis
Quality Teamwork	Continuing Education	Failure Mode Effects Analysis
Developing Standards	Complaints and Concerns	Severity/Occurrence

## UBC Certificate Course in Laboratory Quality Management

January 12 to June 14, 2022

*Active Virtual Classroom On-Line Education: Meeting the Needs of the Adult Learner*

Appropriate for ALL Laboratorians: Pathologists, Residents, Managers, Technologists

For more information go to:

<https://polqm.med.ubc.ca/course-description/>

Contact: [lqm@pathology.ubc.ca](mailto:lqm@pathology.ubc.ca)

20th  
Season

Registration  
starts in  
September

Strategic Planning	Causal Analysis	Quality Managers
Plan-Do-Study-Act	Mission/Vision Statements	Quality Management
Do-It-Right –the First –Time	Quality and Leadership	Accreditation
Error Management	Culture of Quality	OFI Reports
Lean and Six Sigma	Continual Improvement	Safety Audits
Conformance and	Internal Audits	Documents and Records
Nonconformance	External Audits	EQA
Quality Indicator	External/Internal Audits	Quality Control
Local and Global Quality	Impacts of Error	Deming-Juran-Crosby-Branson