



Su **SUZA**

Quality Manager at Pathology Institute

Age: 46

Education: Study of Molecular Biology



COMPUTER LITERACY



MEDICAL LITERACY

skill scale from 0 (Fundamental Awareness) to 10 (Expert)



SKILLS & KNOWLEDGE

sense for norms and regulations

quality management statistics

communication skills empathy

structured solution-oriented working style

patience and composure assertiveness

precision conscientiousness



MOTIVATIONS

appreciation of QM work by the boss

colleagues recognise value of QM

QM seen as important service for the team



FRUSTRATIONS

lack of support of QM by institute's leader

missing management decisions block process



VALUES & ASPIRATIONS

everything should have rhyme and reason

structure and order help to deliver good results

a good work-life balance is essential



PERSONALITY AND BEHAVIOUR

Su's little garden looks always neat and tidy: the perfect lawn is surrounded by an accurately cut hedge and the flowers are lined up in straight rows. She feels comfortable, when everything is structured and in order. Su's favourite leisure time activity is mountain biking. At the weekend she often makes long bike tours with her friends. Usually, Su is the one, who plans the tours for the group, and her friends are grateful that she brings in her organising abilities and takes on the leadership.



OCCUPATION

About 15 years ago, Su was responsible for the study design and regulatory compliance of a research project at the institute of pathology. When the project was finished, the head of the department asked Su to become the responsible person for quality management at department level. She took on this challenge, applied a learning-by-doing strategy, read guidelines and regulations, talked to people in similar positions to learn from their experiences, and attended courses on quality management, communication and team building. The first years as quality manager were really demanding, and Su needed a lot of energy to establish a QM system for the institute. Meanwhile, Su has got a lot of experience, and tasks such as collection and reporting of the KPIs, as well as maintenance and improvement of the QM processes and documents almost became routine work. However, sometimes she still finds it hard to keep cool and patient, when colleagues criticise her work and cannot see the advantages of a good QM system.



OBJECTIVES AND GOALS

Su knows that a quality management system can only be successful, if it is integrated into all workflows in everyday practise and supported by the team. Thus, she constantly uses her empathy and communication skills to establish good relationships with all team members and tries to bring all of them on board.



ATTITUDES TOWARDS AI

For Su, AI-based solutions for pathology are just another laboratory software. She doesn't care much about the internal functioning of these systems. For her it is just important, that these products are CE marked and approved for usage in diagnostics.