Interview Guideline: Quality Manager at Diagnostics Institute

General Instructions:

- This is an interview guideline. Do not strictly stick to these questions, but react on your interview partner: Ask follow-up questions, when clarification of some aspects is needed; Change the order of the questions or skip questions, when you deem this appropriate for the specific interview; Modify the wording of questions, if needed...
- IMPORTANT: Keep in mind: Your goal is to learn from your interview partner! It is not the goal to confirm your opinion or any stereotypes...
  --> Ask open questions to motivate your interview partner to tell her/his story.
  --> Avoid leading questions, and do not introduce bias to the answers of your interview partner.
- Recommendation: The interview should be conducted by two persons, if possible: one asks the questions and interacts with the interviewee, the other observes and takes notes.
- Take enough time and avoid time pressure and hurry: This interview will usually take about one hour.

Interview Guidelines:

Ask about Tasks / Workflows / Context

1. What is the task of quality management at a diagnostics institute? What are your (main) tasks on a typical workday?

2. Do you work in a team? Who is in that team? How large is that team?

Ask about Education / Knowledge / Skills / Traits

3. What knowledge and which skills are necessary for your job?

4. Which education do you have? / What is typically the education of quality managers at diagnostics institutes?

5. Which personal traits are needed to do your job well?

6. When you think of a typical quality manager, which characteristics / traits come to your mind?

Ask about Goals / Motivations / Challenges / Frustrations

7. Do you have to proof success? How is success measured in this job?

8. What are your goals? What do you want to achieve?

9. According to your opinion, what are the main challenges for quality managers?

10. What do you especially like at your job? What motivates you as a quality manager?

11. According to your opinion, what annoys or frustrates quality managers most?

Ask about attitudes towards artificial intelligence / machine decisions

12. If there is a new software purchased for the institute → What does this mean for you as quality manager? Which tasks do you have to do, and which information regarding the new software do you need?

13. From your point of view, are AI applications (e.g. applications supporting pathologists with slide analysis and diagnosis) different from "conventional" medical software?

14. Under which conditions would you trust the results of an AI application?