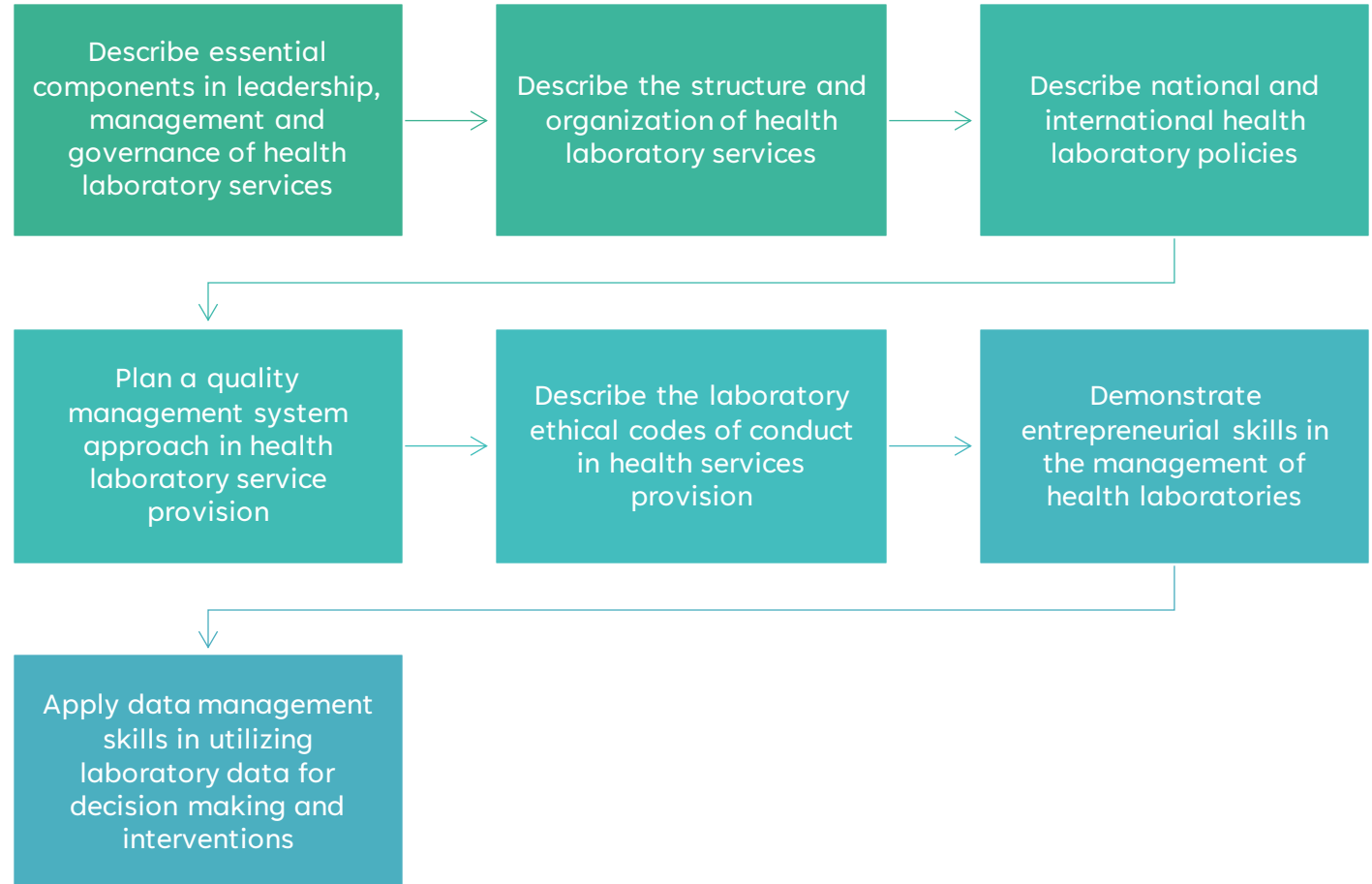




LABORATORY MANAGEMENT ONLINE COURSE INTRODUCTION

Objectives of the Course



Expected Course Outcome



Improvement in quality of health laboratory services provided



Reduction of client complaints



Improved customer service satisfaction



Enhanced continuous and uninterrupted services



Efficient and effective use of resources