



Laboratory Quality Management System (LQMS)

(Module 4)

Personnel



PURPOSE: To provide principles of personnel management that contribute to a workforce that is qualified, competent, and understands and follows quality laboratory practices.

LEARNING OBJECTIVE:

At the end of this module, participants will be able to:

- Describe the role of personnel in the quality management system;
- Develop a plan to verify employee competency;
- Describe the steps involved in assessing and maintaining employee competency;
- Explain a process to maintain personnel records.

MATERIALS:

1. PowerPoint slides or transparencies
2. Overhead projector or computer with an LCD projector
3. Prepared flipchart, white board, or chalk board
4. Paper cards, markers, and tape
5. Additional handouts as required.

TIMELINE: 90 Minutes

METHODOLOGY:

1. Lecture
2. Discussion
3. Exercise

ADVANCE PREPARATION:

1. Printing activity 4-1
2. Familiarize oneself with the slides
3. Read facilitators Notes and ISO 15189 Standard

FACILITATORS STEP-BY STEP INSTRUCTIONS:

1. Welcome and Introduction
2. Present module overview
3. Ask Questions in between the presentation to actively involve participants.
4. Continue the presentation
5. Recap presentation using the Assessment questions

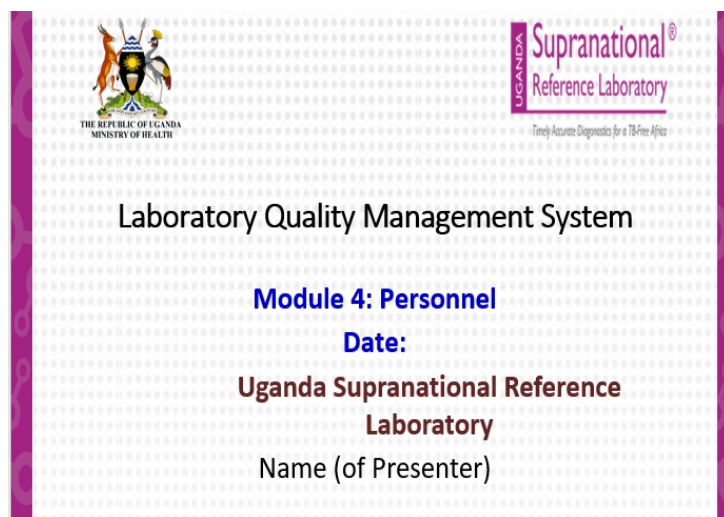
6. Ask if there is any question.

FACILITATORS NOTES

Refer to the trainers notes attached

Refer to the trainer's activity guide attached

SLIDE OF POWERPOINT PRESENTATION



SITUATION ANALYSIS/ EXERCICES

Give the participants a copy of the following scenario and/or show it as a slide (Presentation 4, Slide 4). Allow 2 minutes for them to read.

“You are a laboratory manager. One of your two senior technologists has been temporarily re-assigned to another laboratory. Your other senior technologist is sick and the remaining two have not read malaria smears since their initial training several years ago. This morning you received 20 malaria smear requests. As you are unable to ensure accurate testing, you must notify test requestors that the testing will be delayed. As you are unable to ensure accurate testing, you must notify test requestors that the testing will be delayed.”

Ask the question (Presentation 4, slide 5):

As a manager, what should you have done to prevent this situation?

ASSESSMENT REVIEW

Suggested test questions (with answers bolded) for this module include:

1. In order to determine if an employee can perform a particular examination correctly in the laboratory, the manager should:
 - a. write a job description
 - b. orient the employee in the laboratory's processes and procedures
 - c. review the employee's qualifications

- d. perform a competency assessment**
- 2. If an employee has performance problems managers should first:
 - a. write a new job description for the employee
 - b. report the problem to upper management
 - c. discuss problem with employee and consider need for retraining**
 - d. fire the employee
- 3. Sources of continuing education of laboratory employees should include:
 - a. only internal laboratory resources
 - b. only external laboratory experts
 - c. both internal and external resources**
 - d. only manufacturer's technical representatives

REFERENCES

- CLSI – Standards, guidelines, and best practices for quality in medical testing
- WHO – Laboratory Quality Management System - Handbook
- ISO 15189 – Medical laboratories – Requirements for quality and competence