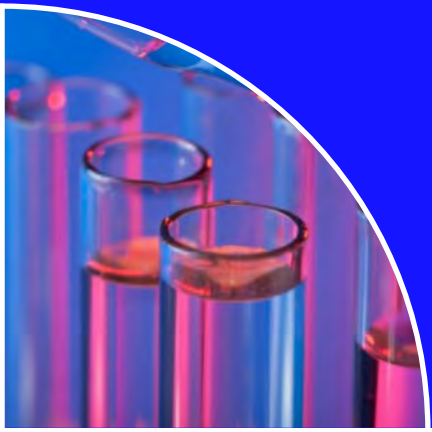

RSM Business Consulting Solution

Streamlining professional development & With Knowledge Comes Success

The Capital Empire Hotel Sandton
Johannesburg, RSA
17th & 18th March 2016

EFFECTIVE LAB QUALITY MANAGEMENT & OPERATIONAL EFFICIENCY WORKSHOP 2016

"An Innovative Training Approach to Accelerate Laboratory performance effectively"

The workshop invites a high degree of interaction and group activities as the emphasis will be on practical skill building.

INTRODUCTION

This intriguing workshop is designed to address the operational gaps that exist in managing all types of laboratories. Our primary aim is for the participant to gain competitive world experience chemical analysis, in planning, lab discipline, testing samples in the most efficient way possible in terms of speed, cost adaptation of latest technologies and informatics of key principles of lean application, adaptation of standard hands-on tools in the labs to fast turnaround, accurate, reliable analytical data that you need to effectively run and optimize your project operations on daily basis, improve your efficiency of your laboratory and quality goals. Will help you gather valuable practical insights to evaluate both technical and human-side of quality equation and leverage the full capability of automation and information systems into lab operations.

BENEFITS

Improving turnaround time, inventory management, operational efficiency, quality practices and staff skills, patient selection and management, and better understanding of lab costing and investment decisions. Improved service quality, efficiencies, and professionalism in lab management will result in better patient experience and raise the standards of laboratory practice to **World class status.**
Improved understanding of lab operations, costing, investment analysis

OBJECTIVE

The main objective of the in-house workshop is to build the capability of lab managers (doctors and non-doctors) to enable them to manage their lab services efficiently and effectively using fundamentals of laboratory management.

WHO SHOULD ATTEND?

- Senior and Middle Level Managers from Laboratories of any type and size (QC Labs,
- Laboratory Operation Technicians
- Medical/Hospital Labs
- Pharmaceutical and Food industries Labs
- supplies acceptance Labs, in process Labs)Quality Control
- Quality Assurance Managers and Senior Personnel Health and Safety Managers
- Commercial testing laboratories, Pathology, Hospitals, Technical Assurance.

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Effective Lab Quality Management and Operational Efficiency Workshop

Your Facilitator

Prof JJ ("Koot") Pieterse's career in education and research spans over 32 years and he has developed a niche in Lean Laboratory Management, Lean accuracy of lab results, Lean manufacturing, lean enterprise and service in South Africa and the world Academic Qualifications:BSc (University of Pretoria), HED(University of Pretoria), NH Dip (Pretoria Technikon), DTE (UNISA), MSc (University of Pretoria), PhD (University of Pretoria. He is a principal lecturer at NMMU Business School, teaching and supervising MBA and Doctoral students. Prof Pieterse was honoured with the annual National Lewerik Award for innovative research in 1990 in the South African defense industry. His research skills are further supported by his progressive research grant increases from the National Research Foundation.

He has been selected as reviewer for Operations Management (McGraw-Hill) and has developed programmes and delivered training for a large number of manufacturing and service organisations, such as Standard Bank, SARS, Duco Paints, Shatterprufe, ARWYP hospital and Continental Tyres.

Prof Pieterse has published three books, including Leaning the South African Way and The Lean Service Toolbox: South African Edition, and acted as editor for the text book Implementing Lean in South African Industry. He has presented research papers at several conferences. Area of expertise/ Specialties: Lean laboratory management,Root cause analysis,Lean Healthcare,Lean Administration,Implementation Lean. His years of experience in analytical chemistry and other laboratories come in particularly handy. Lean implementation and awareness training in manufacturing, healthcare and services. Lean, Manufacturing, Automotive, Operations Management, Service Quality and Process Improvement.

Course Outline

Day One

Redesigning and remodeling workflow to effectively manage increasing production demands with limited Resources.

- Mapping your current workflow and identifying the staff responsible for activities in the workflow to examine areas for improvement
- Consolidating staff input regarding roles to review and finalize documentation of current workflow.
- Identifying wastage and leveraging on cost-reducing tools to allocate your budget and limited resources wisely
- Adopting sufficient scheduling to improve lab workforce efficiency.

Driving productivity and quality through the integration of regulatory requirements within your lab operations.

- Optimising quality consistency by aligning different quality standards applied in different environmental labs
- Evaluating quality risks associated to automation in the production labs
- Identifying quality issues related to complex sample matrix. Safety in Laboratories, Standards.

Reducing errors through an effective quality framework and tracking system

- Classifying errors at different stages of your lab analytical process.
- Structuring a data system that can enable easy tracking capability to record, search and visualise errors.
- Enforcing to ensure that lab errors are reported and certified correctly by qualified personnel.
- Reviewing recorded errors periodically to identify root cause and plan further action plans.

Managing hazards for a healthier and safer lab working environment

- Conducting a risk assessment and establishing a prevention plan to systematically identify, control and reassess hazards / risks that may affect people at the workplace.
- Providing information, instruction, training and supervision to staff to ensure they understand how to work with chemicals, biological materials and equipment safely.
- Ensuring all incidents are reported to control hazards in the lab workplace.

Improving lab workflow and turnaround time through process advancement

- Introducing a new work allocation system to allow greater transparency and equality in distribution and measurement of workloads.
- Optimising existing resources to maintain quality while reducing turnaround time through process changes.
- Strategising overall team planning and scheduling for improvement and development of measures and control.

Automation drives quality: Moving from manual to automated lab processes

- Automating day-to-day operational tasks to reduce labor effort and improve the stability, availability and security of your services.
- Evaluating the flexibility / adaptability of lab automations to keep up with the growing testing demands.
- Assessing the bottlenecks of existing system to overcome congestion.
- Establishing sustainable processes to manage specimens and deliver outcomes effectively.
- Reassessing staff responsibilities after implementation to transfer skills to more advanced areas.

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Designing a Quality Control (QC) strategy to systematically track and evaluate quality management metrics and risks.

- Establishing a formal approach to identify failure modes and mitigate the risks.
- Determining the tolerance difference between analytical modules while maintaining an acceptable quality level.
- Constructing a quality dashboard to visualize and maximize QC testing.
- Planning for recovery in out-of-control conditions.
-

Leveraging continuous improvement plans to deliver on increasing demands from internal and external customers.

- Specifying your test quality values in the eyes of the customer internal and external
- Involving and empowering employees to deliver the continuous improvement plan.
- Gaining buy-in from top management to reap the benefits of quality processes
- Enhancing customer feedback monitoring and measurement for continuous improvement

Applying Technology Transfer (TT) to align outsourced activities with your quality system and standard

- Thinking globally acting locally: Overviewing the potential complexity of technology and product transfer.
- Improving research collaboration with industry to create joint knowledge in Quality and design standardized process for TT.
- Overcoming the technical challenges and impact of new technology such as Quality by Design (QbD) & Process Analytical Technology (PAT)
- Effectively communicating amongst stakeholders to conquer cross-cultural issues that may delay the whole programme implementation.

Day Two

Centralizing data to deliver faster and more accurate results with complete trace ability

- Improving the search ability and collaboration of data for real-time access
- Integrating various lab informatics solutions from a local level-lab level all the way up to enterprise level applications.
- Assimilating integration and finding solutions to reuse date
- information and reduce duplicated manual inputs in a variety of systems
- Customizing data management tools to improve quality of service that complies with the strict standards.

Achieving seamless collaboration by integrating ELNs, LIMS and other IM systems

- Breaking down the lab functions to develop a modular approach to utilize custom interfaces.
- Implement the appropriate application strategy to reduce the complexity of system integration.
- Integrating suitable systems to reduce transcription errors.
- Customising dashboard to provide simple views and real-time information.

Empowering skilled lab personnel for operational success

The current economic situation demands that tough decisions be made quickly as managers are facing shrinking budgets in and across the board cuts. Though your budget may have been cut, demand for your services may remain unchanged. Lab personnel are expected to do more with less. Decisions regarding how to allocate your resources need to be made, but the question is - how, where and when can they be made?

In this session, delegates are encouraged to brainstorm and discuss on:

- How to attract staff and ensure that the personnel you appoint actually meets your requirements
- What pitfalls are there to be aware of when selecting staff?
- How to develop and encourage staff to sustain future workforce and leaders.
- How the balance between management involvement and staff empowerment. Can help with productivity enhancement.
- How to encourage existing staff to embrace change and what tools are there available to achieve this as there is generally no improvement without change.

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Leveraging on the human side of quality and productivity equation

Usually, the focus of a lab is placed on improving the scientific and technical side of the quality equation. Too often the human and organisational elements are avoided or overlooked. While most laboratories are capable of significant improvements, effective leadership must be developed to reduce analytical error by half or more. In this practical workshop, you will discover how some laboratories can be transformed in terms of productivity and turnaround time through the human side of quality equation. This session provides an example of how a lab has reduced analytical error by over 75% and improved its compliance dramatically within a week.

Exploring the link between quality, productivity and turnaround time

- Assessing variations to understand the cause and effect for effective improvement
- Identifying the major causes of poor productivity and slow turnaround times
- Cost of quality – it is not free, it pays: Identifying common fallacies about resources necessary for improvement.
- Aligning interdepartmental goals to become quality-centric / quality-driven

Quality Leadership: What's the impact of leadership on quality and productivity?

- Structuring a roadmap towards conquering between data analysed and its variations as the first step towards becoming a world-class lab
- Deploying a sound operating philosophy that will help leaders do a better job in reducing analytical errors
- Implementing the key components of a successful operating philosophy into the business systems
- Overcoming change resistance to embed quality into your lab's DNA
-

Advancing continuous improvement to overcome the barriers of process improvement

- Integrating data and lab management systems to drive down the operating costs and turnaround time
- Aligning operational processes with business strategic goals to redesign workflow for improved productivity and efficiency
- Implementing an effective quality control strategy to reduce analytical errors with increasing demands from customers
- Assessing risks associated with daily operations to eliminate hazards that may affect people's health and safety
- Empowering skilled workforce to build stronger cross-functional teamwork and grow tomorrow's leaders today.

REGISTRATION FORM

Effective Lab Quality Management and Operational Efficiency Workshop

☐ 17th & 18th March 2016 **Venue:** The Capital Empire Hotel Sandton, Johannesburg South Africa

To register please complete the form so that we can process your registration, and fax or email to

Fax: +27 86 564 0455 Tel: +27 11 050 0549 Email: ronald@rsmconsultingsolutions.com

(PLEASE COMPLETE IN CAPITAL LETTERS)

Company Name: _____ Country: _____

Postal Address: _____

_____ Postal Code: _____

Tel: _____ Cell: _____

Email: _____ Nature of Business: _____

☐ Yes! Please register the following delegate(s) for this Conference ***(Please photocopy for more delegates)***

Delegate Name: _____ Designation: _____ Email: _____

Delegate Name: _____ Designation: _____ Email: _____

Delegate Name: _____ Designation: _____ Email: _____

Delegate Name: _____ Designation: _____ Email: _____

Method of Payments:

☐ Direct deposit ☐ Electronic transfer

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Delegate Fee: R 8, 999

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PLEASE NOTE: That the course fee includes refreshments Lunch, and course material.
An invoice will be sent upon receipt of registration form.
Payment must be received prior to course start and State your invoice number as reference for payment

Group Discount: Enjoy a group discount of **10% for 5 or more delegates** registered at the same time from the same organisation

APPLICATION FOR REGISTRATION & ACCEPTANCE OF TERMS & CONDITIONS

I have read and understood the booking terms and conditions

Surname Mr. Mrs. MS.: _____
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E-mail: _____
Date: _____
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Signature: _____

(Where organisation sends delegates and is responsible for payment of conference/ Course fee)

CANCELLATIONS & TRANSFERS

If you are unable to attend, a substitute delegate is welcomed at no extra charge. Please provide the name and the title of the substitute delegate at least 2 working days prior to the Conference.
Regrettably, no refund can be made for cancellation received 2 weeks before the date of the course. A complete set of documentation will however be sent to you.
The organiser reserves the right to make any amendments and/or changes to the programme, venue, speaker replacements and/or topics if warranted by circumstances beyond its control

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