

Training Module I – Management Systems

Asia Pacific Economic Cooperation (APEC) Laboratory
Capacity Building Workshop
Thailand – August 2011

Darryl Sullivan
Covance – Director of Scientific Affairs
AOAC INTERNATIONAL – Board of Directors

Session Outline

- Effective management systems are critical to a successful laboratory operation
- ISO 17025 accreditation will be discussed in detail
- Microbiology laboratory compliance
- Chemistry laboratory compliance
- Reference materials and their importance
- Case study on Quality Assurance
- Question and Answer session

Why is this so important?

- Critical decisions are made from lab test data
- Food safety issues happen very quickly and the lab testing must be dependable
- Test data must be comparable between different testing laboratories
- We must be able to understand the uncertainty of the test measurements
- We must avoid false negative and false positive test data

Critical Aspects of Lab Management

- Documentation and record keeping
- Quality Assurance / Quality Control
- Customer focus in all programs
- Effective training programs
- Method validation
- Laboratory qualification
- Laboratory proficiency
- Corrective action plans

Laboratory Operation – ISO 17025

- ISO 17015 is an internationally recognized standard for testing laboratories
- Management systems are well defined
- Consistent documentation is required
- Method performance needs to be documented
- Laboratory performance must be demonstrated
- Customer feedback is integral in the system

Goals for Management Systems

- Predict laboratory accuracy
- Control the reproducibility of data between labs
- Consistent laboratory record keeping
- Maintain the tracibility of raw data
- Implement effective quality control
- Laboratory data that can be trusted
- Continuous improvement in operations

Session Objectives Today

- Learn from experts about laboratory management systems
- Gain an understanding of the critical aspects of ISO 17015 in the micro lab and chemistry lab
- Hear about some additional management tools that can be used in the lab
- Obtain a new or improved perspective on the management of lab operations

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