

Fundamentals of Quality Management Systems

Continual Improvement

QSE: Continual improvement means making things better to benefit both the customer and the laboratory. Let's highlight your importance in this process. Laboratory staff should be empowered to speak up if they note a risk that is not well controlled in a process or product, or if a process and laboratory task seem to be in conflict. Without your engagement, laboratories run the risk of having laboratory work that deviates from the protocol, rather than a seamlessly integrated QMS that supports the high-quality work of the laboratory. Your quality work in the laboratory helps inform healthcare decisions for the individual and the community.