

## 8. QUALITY MANAGEMENT TEMPLATE

To access the full form, please visit [www.aacc.org/pocthowto](http://www.aacc.org/pocthowto)

### Directions

1. Fill in columns with your Lab name, Quality Management (QM) Essentials, and Calendar Quarter (Q1, Q2, Q3, Q4) for items that are specific to your department's quality management.
2. Add your specific item(s) in the appropriate column.

Examples below:

Lab	Item(s)	QM Essential	Quarter
BMH	Haemonetics BMH (Emergency Dept. - Upgrade Unit)	Equipment Management	Q3
BMH	New Lab	Process Management	Q3, Q4

QM Essentials Defined	
Organization and Leadership	Long range planning (e.g., strategic planning)
Customer Focus	Monitoring of customer satisfaction
Facilities and Safety Management	Safety programs
Supplier and Inventory Management	Personnel hiring and orientation processes, job descriptions, and performance evaluations
Equipment Management	Selection of suppliers, contractors, or consultants
Process Management	Change management
Documents and Records Management	Documents revision process, off-site records storage
Information Management	Maintenance of confidentiality of information, oversight and coordination of laboratory computer systems
Nonconforming Event Management	Recording and management of complaints
Assessments	Monitoring and reporting of quality indicators, Internal and external assessments
Continual Improvement	Root cause analysis (RCA) process