

Event:**Certificate Course in Laboratory Quality Management and Assurance**

- **Venue:** Bayon Meeting room, NIPH, Phnom Penh
- **Date:** February 11- 15, 2018

Day 1: Quality Principles in the Medical Laboratory

Time	Activity	Speaker/Facilitator	Length (min)
0745 - 0800	Arrival and registration	BMLS, I-TECH	15
0800 - 0830	Course Overview	Dr. NOBLE Michael	30
	Opening Remarks	Dr. SAU Sokunna	30
0830 - 0900	Photo and Break	All	30
0900 - 0930	Pre-test	Participants	30
0930 - 1000	CamLQMS requirement	Dr. ONG Siew Kim	30
1000 - 1130	Quality Principles in the Medical Laboratory	Dr. Noble	90
1130 - 1200	Do Assignment		
1200 - 1330	Lunch	All	90
1330 - 1500	Do Assignment	All Participants	90
1500 - 1515	Break	All	15
1515 - 1600	Group Discussions	All Participants	45
1600 - 1700	Q & A Session	ITECH Facilitator	60

Day 2: Complaints

Time	Activity	Speaker/Facilitator	Length (min)
0800 - 0815	Sign in	BMLS, I-TECH	15
0815 - 1015	Complaint	Dr. NOBLE Michael	120
1015 - 1030	Break	All	15
1030 - 1200	Do Assignment	All Participants	90
1200 - 1330	Lunch	All	90
1330 - 1500	Group Discussion	All Participants	90
1500 - 1515	Break	All	15
1515 - 1600	Group Discussions	All Participants	45
1600 - 1700	Q & A Session	ITECH Facilitator	60

Day 3: Audits

Time	Activity	Speaker/Facilitator	Length (min)
0800 - 0815	Sign in	BMLS, I-TECH	15
0815 - 1015	Audits	Dr. NOBLE Michael	120
1015 - 1030	Break	All	15
1030 - 1200	Do Assignment	All Participants	90
1200 - 1330	Lunch	All	90
1330 - 1500	Group Discussion	All Participants	90
1500 - 1515	Break	All	15
1515 - 1600	Group Discussions	All Participants	45
1600 - 1700	Q & A Session	ITECH Facilitator	60

Day 4: What are Quality Indicators

Time	Activity	Speaker/Facilitator	Length (min)
0800 - 0815	Sign in	BMLS, I-TECH	15
0815 - 1015	What are Quality Indicators	Dr. NOBLE Michael	120
1015 - 1030	Break	All	15
1030 - 1200	Do Assignment	All Participants	90
1200 - 1330	Lunch	All	90
1330 - 1500	Group Discussion	All Participants	90
1500 - 1515	Break	All	15
1515 - 1600	Group Discussions	All Participants	45
1600 - 1700	Q & A Session	ITECH Facilitator	60

Day 5: Review

Time	Activity	Speaker/Facilitator	Length (min)
0800 - 0815	Sign in	BMLS, I-TECH	15
0815 - 1015	Review 1	Dr. NOBLE Michael	120
1015 - 1030	Break	All	15
1030 - 1200	Review 2	All Participants	90
1200 - 1330	Lunch	All	90
1330 - 1500	Quiz and Evaluation	All Participants	90
1500 - 1515	Break	All	15
1515 - 1600	Customer Survey	All Participants	45
1600 - 1700	Closing remarks	ITECH Facilitator	60