

Report

CERTIFICATE COURSE IN LABORATORY QUALITY MANAGEMENT AND ASSURANCE

The course was being held at BAYON Meeting Room, NIPH, Phnom Penh, from Feb 11-15, 2019 with **33 participants**. The welcome and opening remark Dr. SAU Sokunna, Deputy Director of DHS. After pre-test and group photo, the session started with the review of CamLQMS requirement review by Dr. Siew kim ONG from ITECH.

- Each lesson presented and explained by Dr. NOBLE continued by group discussion and slide presentations (assignments)
- 7 groups divided for group assignments:
 - 1- Kandal with Kratie
 - 2- Kampongcham with Preahsihanouk
 - 3- Kampot with Svayrieng
 - 4- National Pediatric Hospital
 - 5- Preah Angduong Hospital
 - 6- Preak Kossamak with Khmer Soviet Friendship
 - 7- Takeo
- Presentation: developed by each group with their own Lab experiences
 - 1- OFIs/Nonconformity FORM (suggest use one form with category of event): with important information shared from the lesson of Dr. NOBLE);
 - 2- Complaint Form (with information shared from lesson of Dr. NOBLE)
 - 3- Informal Internal Audit Checklist and schedules
 - 4- Concept of quality indicator (each group providing the concept of choosing the right indicator for investigation response to complaint, corrective action, root cause analysis...and set the indicators value)
- Post-test
- Quiz and evaluation

Result

- Customer survey: questionnaire from ITECH sent to each lab and will collect on date to analyze