



Cerba Lancet
Africa

Newsletter

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Compiled by: Quality Assurance Managers

Quality conscience: Doing the right thing



Our objective is to improve our services to our customers by taking appropriate and timeous corrective action on customer feedback the first time. This is done to ensure customer loyalty.



User Feedback tools employed by Lancet Clinical Laboratories Zimbabwe.

Electronic surveys: customer suggestions/complaints/ survey forms placed in suggestion boxes; and regular interaction with clients personally, on social media, phone calls, E-mail communication, meetings, and congresses.



Doctor Feedback at the ZIMA Congress Victoria Falls



Customer giving us feedback at the Reception rooms.



Feedback at Breast Cancer Awareness Meeting.



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Customer Surveys

The aim of customer survey is to assess if services offered to clients /users meets or exceeds their expectation, identify areas that need improvement, increase performance of an organisation and thereby improve quality.

In Ghana, Feedback from Clients are obtained through questionnaire administration, survey calls and visitation to Clients premises. Both positive and negative feedback received are reviewed and appropriate measures taken. In addition, the introduction of electronic survey template accessed using QR code application has significantly increased customer feedback.



Ensuring the quality of results

Quality is critical for accurate and precision of reported test results. Quality of results begins at the reception, ensuring that the right test is logged for the right patient and the correct patient is collected at the right time (the primary sample is traceable). It is of great importance to check that all internal QCs are acceptable before running patient samples. Participating in EQA's is key to ensuring that laboratory results issued are comparable and acceptable. Most effective methods are implemented for the prevention of potential non-conformances. For **continuous results improvement**, trends are identified, and root cause analysis is done to prevent recurrence.



Operational Risks

The best way to address risks so that they don't have a huge impact on the daily operations is to be proactive rather than reactive. Once the QMS is implemented an effort has to be made to identify **POTENTIAL** risks across processes in the lab (pre-examination, examination and post examination), put in place measures that prevent the risks from happening or deem them very low risks if prevention is not possible.



Quality management

Uganda is passionate about **continuous improvement** in quality management systems whereby planned internal audits are scheduled annually to review the compliance to **ISO15189:2012** requirements by different Laboratories across the organisation. Despite the effects of the pandemic all laboratories have completed their internal audits for the year 2022 with improvements noted in 90% of all laboratories. Management review meeting is conducted to review the continuous improvement.



Release of results

We foster quality release of results to our clients by first lowering risks of our laboratory supplies & reagents shortages; Our laboratory commodities are constantly kept in check through a working rapport we have created between the supply team and the technical department. Second, we ensure we deliver a good management support approach to our laboratory team which includes among other things, optimising staff workload ratio and ultimately providing an enabling environment for an efficient delivery system. Our laboratory staff & equipment are well trained and maintained respectively thus detecting, reducing and correcting deficiencies in our laboratory's internal analytical processes prior to the release of patient results.



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ISO 15189: 2012 requirements

Quality Conscience must be applied in all the departments not only in the laboratory. **When non-conformities** are raised for the **first time** during internal audit or external assessment, the immediate corrective or preventive action (CAPA) is taken, documented and implemented to ensure compliance and to prevent recurrence. The effectiveness of CAPA is monitored. The objective is to ensure that all Cerba Lancet Africa Laboratories are accredited to the medical laboratory standard ISO 15189: 2012 ensuring accurate and reliable medical examination results.

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