

## User Instructions

### Stepwise Approach

This tool provides a stepwise plan for implementing a quality management system. The "steps" of this plan are called "Activities". Each activity consists of several elements:

**The activity:**  
Explanation in one sentence of what should be done

### Develop a Request Form for Laboratory Testing

**The description:**  
Explanation of why the activity must be completed, what should exactly be done, how it should be done in chronological order, and which position in the laboratory is the most suitable for completing the activity.

**Why**  
It is crucial that a Request Form is made that automatically persuades clinicians to provide all information that could be relevant for correct laboratory testing.

**What**  
Develop a Request Form that at least includes room for at least the following information:

- Patient details (name, address, telephone number, birth date, gender, etc.)
- Requester details
- Type of primary sample
- Examination(s) requested
- Clinical information relevant to the laboratory (HIV status, CD4 count, etc)
- Date, time and place of sample collection
- Date and time of receipt of the sample at the laboratory
- Any other relevant information

**How & who**  
Quality Focal Point (together with a staff member who can provide useful input on developing the Request Form):

1. Develop the Request Form including the required elements summed-up above (see ISO 15189:2007 article 5.4.1 or ISO 15189:2012 article 5.4.3).
2. Present the Request Form in a weekly staff meeting and ask for suggestions for improvement. Some staff members may have valuable suggestions which you may not have thought of when making the form.

**Additional support material:**  
Links to background information, document templates and other tools.

**Links:**  
To the roadmap and Quality System Essentials framework.

[Back to Roadmap Activity Overview](#)   [Back to QSE Activity Overview](#)

**References:**  
To the ISO 15189 quality standard (editions 2007 and 2012), and ISO 15190 laboratory safety standard.

- ISO15189:2007: [5.4.1](#)
- ISO15189:2012: [5.4.3](#)
- ISO15190:2003:

[Template Laboratory Request Form](#)

### Four Phases

To give a logical structure to the process of implementing the quality management system the stepwise plan was divided over four phases of implementation, with each phase having a specific focus. The tool is constructed such that, even when a laboratory does not reach full implementation of the quality management system, it has already improved its quality service provision already from phase 1, and as such has benefited already.

- Phase 1: Ensuring that the primary process of the laboratory operates correctly and safely

- Phase 2: Controlling and assuring quality and creating traceability
- Phase 3: Ensuring proper management, leadership and organization
- Phase 4: Create continuous improvement and prepare for accreditation

[Click to read more.](#) [1]

## Two ways of viewing the activities in each phase

Per phase you can chose to view the set of activities in the ideal chronological order for implementing the activities from day-to-day. Choose for this the Roadmap view. [Click to read more on the Roadmap structure.](#) [2]



Another possibility is to view the same set of activities sorted per Quality System Essential. This gives you a good overview of what needs to be done on a specific aspect of the laboratory. For example: this view can show you all the activities related to equipment management of a specific phase. [Click to read more on the QSE structure.](#) [3]



## Checklists to verify correct completion of activities

Besides providing activities for implementing the quality management system, this tool also contains a functionality to verify correct completion of the activities: checklists. The checklists can be constructed by the user him/herself to get checklists tailor-made to the extent of implementing the quality management system. [Read more.](#) [4]

---

[Home](#) [5]

---

**Source URL:** <https://extranet.who.int/lqsi/content/user-instructions>

**Links**

- [1] <https://extranet.who.int/lqsi/node/333>
- [2] <https://extranet.who.int/lqsi/node/338>
- [3] <https://extranet.who.int/lqsi/node/337>
- [4] <https://extranet.who.int/lqsi/node/332>
- [5] <https://extranet.who.int/lqsi/node/1>