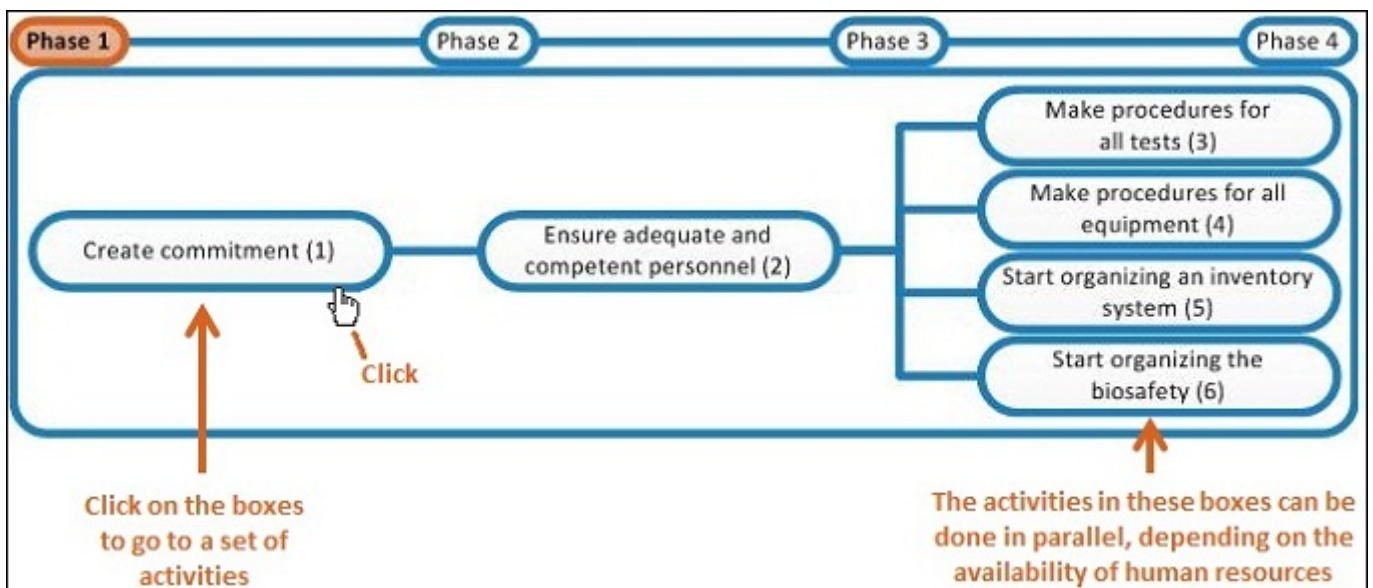


Roadmap Structure

Per phase you can chose to view the set of activities in that phase in the ideal chronological order for implementing the activities from day-to-day. Choose for this the Roadmap view.

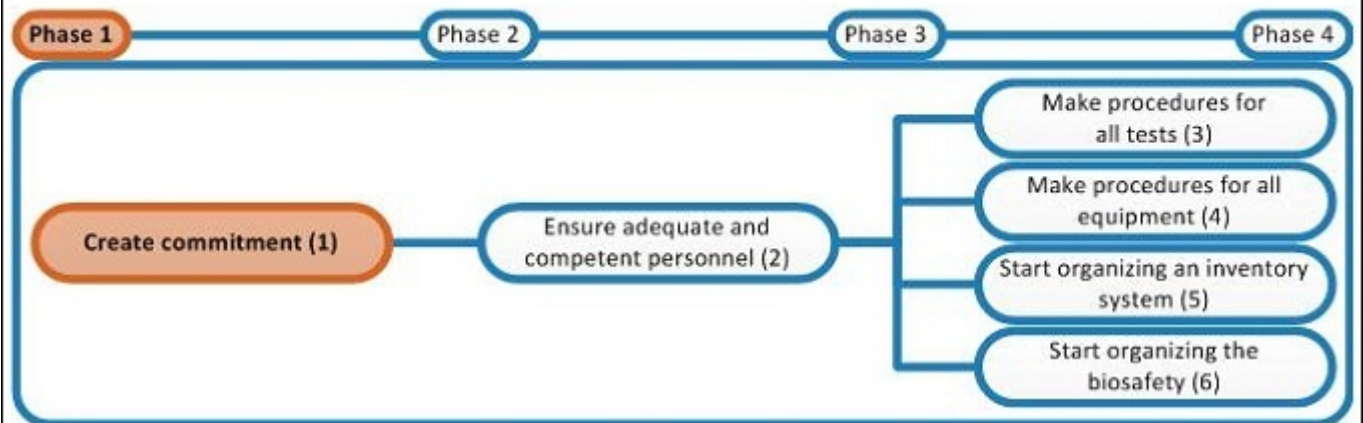


Roadmaps consist of boxes placed in sequence or in parallel.



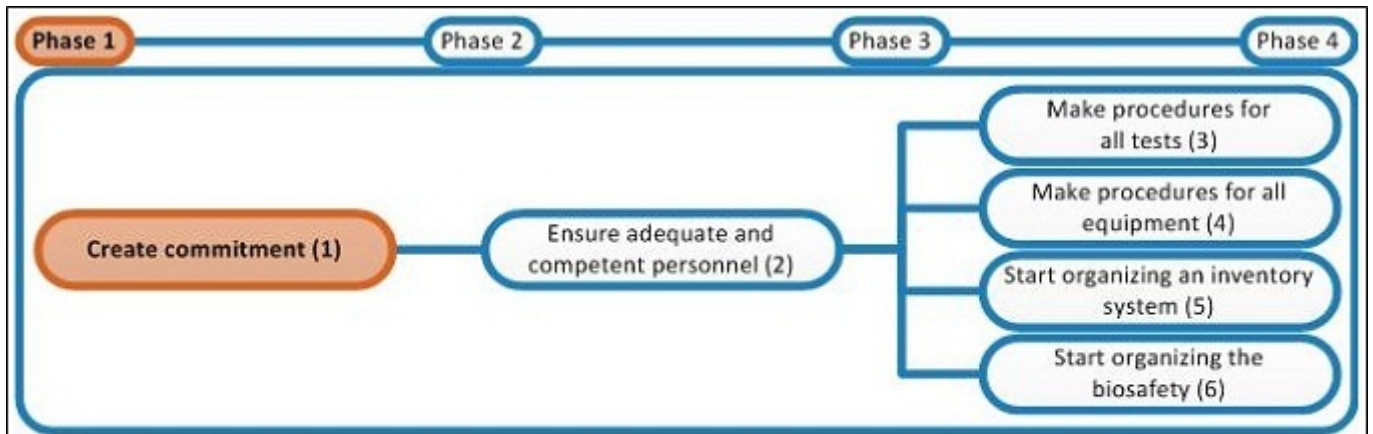
When you click on one of the boxes you are led to an overview of activities that need to be done to complete the task described in the box. In case boxes are placed in parallel the activities underlying the boxes can be done at the same time by different staff members.

Activities Phase 1 - Create commitment



- ▶ Create commitment to go for accreditation
 - ▶ Provide staff with basic orientation on principles of quality management and a quality management system
 - ▶ Appoint a Quality Project Team. The chair of this team is appointed as a Quality Focal Point
 - ▶ [Make and use action plans with SMART action points](#)
 - ▶ Start organizing regular (weekly) staff meetings
- Click

When you click on one activity in the overview you are led to the complete activity including explanation, references to ISO 15189 and links support documents.



Make and use action plans with SMART action points

Why

This step is highly important: SMART action points are used for all the activities that need to be done for implementing the quality management system.

Implementing a quality management system is a process in which a lot needs to be done by many different people. If all the tasks that need to be fulfilled are not managed well, the laboratory will end up with a huge number of tasks and lose oversight.

What

An efficient way of keeping track of tasks, and controlling if they are done in time, is translating these tasks into "SMART Action Points". SMART stands for Specific, Measurable, Agreed, Realistic, Time-bound. In this method the action point consists of one sentence explaining what needs to be done by who at which time. Besides, the SMART model also ensures that no unachievable action points are made.

	Template of an Action Plan
	SMART Action Planning



Clicking on one of the links of the support documents you can download the document (which can either be background information as in the example below, a document template or another tool).

SMART Action Planning

The SMART model was developed by psychologists as a tool to help people set and reach their goals.

S—Specific
M—Measureable
A—Attainable
R—Relevant
T—Time-bound

Specific

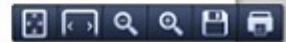
Is your goal well defined? Avoid setting unclear or vague objectives; instead be as precise as possible.

Instead of: To get all equipment in a good state

Make it specific: Contact the maintenance company to repair centrifuge with label NRL10034

Measurable

Be clear how will you know when you have achieved your goal. Using



When you go to the bottom of the activity you can see to which ISO 15189 references this activity is related. By clicking on one of the ISO references you are led to an overview of all the activities of this tool that are related to that ISO reference. There are also two links that either show this activity in the overview that you get when clicking on the roadmap box, or the overview of activities related to the Quality System Essential (QSE) to which this activity belongs.

2. Give the action plan to the Quality Focal Point.

Quality Focal Point:

1. Include all the action points of the action plan in the minutes of the weekly staff meetings (see next activity). This enables monitoring of timely implementation of all action points: the status of their implementation is discussed every week.
2. Take a new folder and name this "Action Plans".
3. Put two tab pages in the folder titled "Open action plans" and "Completed action plans".
4. Put all the action plans in the folder.
5. The Laboratory Manager must check every month which action points have been completed, which are still open and which need follow-up (for example because an action point is still not completed after the action point). When all the action points of one action plan have been completed the manager must sign the action plan and move it to the tab "Completed action plans".



[Back to User Instructions](#) [1]

[Home](#) [2]

Source URL: <https://extranet.who.int/lqsi/content/roadmap-structure>

Links

[1] <https://extranet.who.int/lqsi/node/3>

[2] <https://extranet.who.int/lqsi/node/1>