

Quarterly Report, period: 2013-2

1. Client Satisfaction

- Person X, District laboratory X, Country X, has thanked the National Public Health Laboratory (NPHL) for providing the requested information about two of our products.
- Person Y, Intermediate laboratory Y, Country Y, has thanked us for our quick reply to his questions.

2. Audits by customers or other external evaluators

Date internal audit	Component (section)	Date report approved	Date plan of action approved
26-6-2013	System audit, performed by external consultant	Not yet received.	

One external audit by the national accreditation body is expected in October 2013.

3. Results of internal audits and corrective action

Date internal audit	Component (section)	Date report approved	Date plan of action approved
24-4-2013	Microscopy	2-5-2013	14-5-2013

Below follows a list of outstanding action points:

- Outstanding action points internal audits (number refers to action in the report):
 - Audit May 14, 2013:
 - 18 Describe review of used technical procedures and incorporate this in SOP P39
 - 31 Rewrite the procedure regarding reporting of audits in SOP P39.

4. Nonconformities

2013-2	Category	No. received in this quarter:	No. to which the NPHL is receptive:
1	Facilities and safety	0	0
2	Organization	0	0
3	Personnel	0	0
4	Equipment	1	1
5	Purchasing and inventory	1	1
6	Process control	0	0
6a	Regarding requests	0	0
6b	Regarding reports	2	2
6c	Regarding internal quality controls	0	0
6d	Regarding turnaround times:	0	0
7	Information management	0	0
8	Documents and records	0	0
9	Customer service	0	0
10	Assessment	0	0
10a	Internal audits	0	0
10b	External audits	0	0
10c	Management review	0	0
11	Occurrence management	0	0
12	Continuous improvement	0	0
Total		4	4

Number of external notifications to which NPHL is receptive: 4

Number of nonconformities processed in this quarter:

Number of this quarter: 4

Number of an earlier quarter: 0

Still not processed: 0

Turnaround time of processing notifications:

Report of solving nonconformities:

- Category 6b, Reports: 2 nonconformities “report was not received”. In both cases a copy of the report was sent again or faxed.
- Category 4, Equipment (incl. maintenance): a notification regarding possible incorrect functioning of microscope DU-62. This piece of equipment has been checked, required parts were replaced and the piece of equipment was validated again and found to be functioning correctly. The microscope serves as backup for the laboratory.
- Category 5, Purchasing and Inventory: an external notification was about a contaminated strain received from the laboratory. It has not been established whether the strain was contaminated before sending to the laboratory or whether the strain was contaminated by the receiving the laboratory.

5. Document Control

Code	Nr. authorized documents	Nr. of authorized documents with need for revision	Nr. of documents currently in revision	Nr. of new documents in concept
Analysis	11	3	1	0
Equipment	11	2	3	0
Procedure	42	10	12	2
Quality manual	15	3	3	0
Total (excl. forms and annexes)	79	18	19	2
of which forms and annexes		6	1	

New documents, in concept:

P10 “Procedure new employees and guests”

P12 “Working safely in the containment laboratory”

6. Follow up action from previous management reviews

Outstanding action management reviews:

- MR2012-1: Decide on introduction of an active customer satisfaction survey.
- MR2012-3: Investigate the low number of notifications regarding supplier ratings.

7. Training

The personnel member appointed as biosafety officer received a one week biosafety training at the *Specialized Laboratory Trainings Institute* from 2 to 8 may 2013.

Presence of training documentation:

Key:

✓ Documentation present

X Training needed.

N/A Not applicable (test not included in the job description of personnel member; no training needed).

Personnel member	Microscopy*	Culture*	Molecular biology*	Chemistry*	Hematology*
O. Anujoo	✓	✓	✓	✓	✓
K. Alambe	✓	N/A	N/A	N/A	N/A
M. Jabol	✓	✓	✓	X	X
I. Dino	✓	✓	X	N/A	N/A
G. Lieu	N/A	✓	✓	✓	✓
K. Bimuo	X	N/A	N/A	N/A	N/A
K. Calivia	✓	✓	X	N/A	N/A
J. Bruh	✓	✓	✓	✓	✓
G. Bruno	✓	X	X	X	X
G. Klamó	✓	✓	X	N/A	N/A

* For clarity sake only the laboratory disciplines are mentioned in this example table. In your own quarterly report it is better to use specific test names (e.g.: for microscopy make separate columns for the Gram Staining, the Ziehl Neelsen Staining, etc.).

8. Changes in volume and nature of the work

In April an additional PCR machine was placed in service. To cope with the increased workload one additional laboratory technologist was hired.

9. Monitoring of turnaround time (TAT)

Average TAT over the past quarter per type of examination:

Examination	Average TAT in past quarter	Maximum acceptable TAT
Culture	2 months	2 months
Molecular biology	19 days	21 days
Microscopy	1 day	1 day
Hematology	1 day	1 day
Chemistry	3 days	3 days

Actions undertaken where TAT was exceeded:

N/A

10. Changes which may affect the quality management system

Outstanding action plans from the quality year plans of previous years:

- QYP2012-1: Introduction of biosafety audits into the quality system.

11. Competency of current staff/employees

Key:

√ Competency satisfactorily.

X Training needed.

N/A Not applicable (test not included in the job description of personnel member).

-blank- Competency not yet assessed.

Personnel member	Microscopy*	Culture*	Molecular biology*	Chemistry*	Hematology*
O. Anujoo	√	√	√	√	√
K. Alambe	N/A	√	N/A	N/A	N/A
M. Jabol	√	√	√	√	X
I. Dino					
G. Lieu	√	N/A	√	√	√
K. Bimuo	N/A	X	N/A	N/A	N/A
K. Calivia					
J. Bruh	√	√	√	√	√
G. Bruno	√	√	√	N/A	N/A
G. Klamó					
K. Agu					

* For clarity sake only the laboratory disciplines are mentioned in this example table. In your own quarterly report it is better to use specific test names (e.g.: for microscopy make separate columns for the Gram Staining, the Ziehl Neelsen Staining, etc.).

12. Supplier Assessment

No supplier assessment has been performed in this quarter.