

# Advanced Laboratories

Optimising operations for continuous process improvements and enhancing overall efficiency and cost effectiveness of your laboratories

InterContinental Melbourne The Rialto

6th & 7th September 2010

All **AHRDMA** members are entitled to a **discount** of **10%** when registering with Ms. Esther. Please contact **Ms. Esther** for details and quote **EN-AHRDMA** during registration.

## Presenting a practical workshop covering:

### Performance Management – Improving laboratory productivity

Presented by:

**Dr. Michael A Noble MD FRCPC** Professor and Chair, Clinical Microbiology Proficiency Testing programme and Programme Office for Laboratory Quality Management  
**Department of Pathology and Laboratory Medicine**  
**University of British Columbia**

*Dr. Michael Noble is a Medical Microbiologist with a full career in medical laboratory quality. He is the Medical Director for a large community based medical laboratory (LifeLabs BC), and also the chair of a Canadian microbiology proficiency testing program, as well as the chair of a university based Program Office for Laboratory Quality Management. As an international educator and quality consultant, he has developed programmes for physicians and managers in throughout North America, Europe, the Middle East and Asia. For the last 15 years he has been the head of the Canadian delegation to the ISO technical committee 212, responsible for standards for medical laboratory quality and safety.*

## Attend this practical forum and gain insights into best practice strategies and techniques including:

- **Increasing** turnaround time, profitability and satisfaction by improving process efficiency
- **Continuous** improvement of quality programmes to improve testing in laboratories
- **Developing** and optimising data management processes to support business decision making
- **Evaluating** how to maximise the return of the cost improvement initiatives in your laboratories
- **Retaining** technical staff to build effective teams for smoother laboratory operations

### \*Early Bird & Group Discounts

Ask about our savings

Endorser



Media Partner



**“Quality** is never an accident; it is always the result of **intelligent effort.”**

John Ruskin

Embracing best practices for quality, people and automation to enhance the effectiveness, efficiency and accountability of your laboratory operations



## Featuring leading case studies and expert presentations by:

**Don Mikkelsen** National Operations Manager  
**New Zealand Blood Service**

**Professor David I. Ben-Tovim** Director Redesigning Care and Clinical Epidemiology  
**Flinders Medical Centre**

**Margaret Malloch** General Manager  
**SAITL Dairy Laboratory New Zealand**

**Robert Hayes** Manager Quality & Professional Services  
**Victoria Police Forensic Services Department**

**David Nielsen** Director Automated Laboratory  
**SA Pathology**

**Matt Sherriff** Quality Control Manager  
**GlaxoSmithKline**

**Mirjana Prica** General Manager Analytical Services  
**George Weston Foods**

**Janine Gillick** Laboratory Manager  
**Elaine Lees** Laboratory Manager  
**Murray Goulburn Co-Operative**

**Lynn Nelson** Quality & Improvement Manager  
**Douglass Hanly Moir Pathology**

**Leon van Leperen** Laboratory Manager  
**Thales Australia**

## Testimonials from the past delegates:

*“The marcus evans team organised a highly professional conference for laboratory participants on Lean Six Sigma Laboratories. We had great speakers and facilitators which made the overall conference extremely worthwhile attending”*

Business Manager

**AsureQuality Ltd**

*“Experience worth having, one day to seek around 50 years of experience, with a bargain. Not many places you can get such experience under one roof”*

Quality Assurance Technologist

**Cerebos Australia**

*“Professional and well organised event to help cement your knowledge”*

Quality Control Team Leader

**CSL Biotherapies**

*“The conference was very well run with the selected presenters demonstrating concepts with real life case studies. The potential for changes in my lab and I look forward to taking the journey with my staff”*

General Manager Pathology

**Monash IVF Australia**

For more information and registration, please contact **Esther Wong**

Tel: +603 2723 6736

Email: [estherw@marcusevanskl.com](mailto:estherw@marcusevanskl.com)

[www.marcusevans.com](http://www.marcusevans.com)

# Advanced Laboratories

ML-LS1848 | Please write in BLOCK CAPITALS

## Sales Contract

Please complete this form immediately and fax back to

**ESTHER WONG**

**FAX: +61 (2) 8088 6090**

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Position: \_\_\_\_\_

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## Authorisation

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Name: \_\_\_\_\_

Position: \_\_\_\_\_

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## Fees

- Standard Conference Fee** AUD2721.80 + GST / VAT (if applicable) per delegate  
Conference documentation will be available online. A web site and password will be provided to you before the event.
- Early Bird 10% Discount\*** A limited number of early bird seats are available. Please ask for details.
- Premier Plus Discount\*** Bring 3 or more delegates to this event and benefit from a 10% saving. (Applies to full conference event only).
- Documentation** @ AUD599 + GST / VAT (if applicable) per set. If you are unable to attend the conference but wish to obtain the conference documentation, please complete the section above and return with payment. A website and password will be provided to access the documentation post-event.

\* These discounts may not be used in conjunction with any other offer.

## Business Opportunities

A limited amount of exhibition space is available at the conference. Sponsorship opportunities covering the lunch and documentation also exist. For further details, please use the contact information given above.

 conferences

## Register Now

Code: AHRDMA

Contact Marketing at **marcus evans**

**Tel:** +603 2723 6736

**Fax:** +612 8088 6090

**Email:** estherw@marcusevanskl.com

**Date:** 6th & 7th September 2010

**Venue:** InterContinental Melbourne The Rialto,  
495 Collins Street, Melbourne, VIC 3000

## Hotel Accommodation

Accommodation is not included in the conference fee. To reserve accommodation at the conference venue, please contact the hotel at +61 3 8627 1400 and make it clear that you are attending **marcus evans** conferences event quoting ML-LS1848 as a reference.

## marcus evans

CP 21 Suite 2101, Level 21 Central Plaza, 34 Jalan Sultan Ismail,  
50250 Kuala Lumpur, Malaysia

## Payment Method

Payment is required within 5 working days on receipt of invoice

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**Confirmation Details:** After receiving payment a receipt will be issued. If you do not receive a letter outlining joining details two weeks prior to the event, please contact the Conference Coordinator at **marcus evans** conferences.

## Terms & Conditions:

1. Fees are inclusive of program materials and refreshments.
2. Payment Terms: Following completion and return of the registration form, full payment is required within 5 days from receipt of invoice. PLEASE NOTE: payment must be received prior to the conference date. A receipt will be issued on payment. Due to limited conference space, we advise early registration to avoid disappointment. A 50% cancellation fee will be charged under the terms outlined below. We reserve the right to refuse admission if payment is not received on time.
3. Cancellation/Substitution: Provided the total fee has been paid, substitutions at no extra charge up to 14 days before the event are allowed. Substitutions between 14 days and the date of the event will be allowed subject to an administration fee of equal to 10% of the total fee that is to be transferred. Otherwise all bookings carry a 50% cancellation liability immediately after a signed sales contract has been received by **marcus evans** (as defined above). Cancellations must be received in writing by mail or fax six (6) weeks before the conference is to be held in order to obtain a full credit for any future **marcus evans** conference. Thereafter, the full conference fee is payable and is non-refundable. The service charge is completely non-refundable and non-creditable. Payment terms are five days and payment must be made prior to the start of the conference. Nonpayment or non-attendance does not constitute cancellation. By signing this contract, the client agrees that in case of dispute or cancellation of this contract that **marcus evans** will not be able to mitigate its losses for any less than 50% of the total contract value. If, for any reason, **marcus evans** decides to cancel or postpone this conference, **marcus evans** is not responsible for covering airfare, hotel, or other travel costs incurred by clients. The conference fee will not be refunded, but can be credited to a future conference. Event program content is subject to change without notice.
4. Copyright etc: All intellectual property rights in all materials produced or distributed by **marcus evans** in connection with this event is expressly reserved and any unauthorized duplication, publication or distribution is prohibited.
5. Data Protection: Client confirms that it has requested and consented to **marcus evans** retaining client information on **marcus evans** group companies database to be used by **marcus evans** groups companies and passed to selected third parties, to assist in communicating products and services which may be of interest to the client. If the client wishes to stop receiving such information please inform **marcus evans** local office or email [gleavep@marcusevansuk.com](mailto:gleavep@marcusevansuk.com). For training and security purposes telephone calls may be recorded.
6. Important note: While every reasonable effort will be made to adhere to the advertised package, **marcus evans** reserves the right to change event dates, sites or location or omit event features, or merge the event with another event, as it deems necessary without penalty and in such situations no refunds, part refunds or alternative offers shall be made. In the event that **marcus evans** permanently cancels the event for any reason whatsoever, (including, but not limited to any force majeure occurrence) and provided that the event is not postponed to a later date nor is merged with another event, the Client shall receive a credit note for the amount that the Client has paid to such permanently cancelled event, valid for up to six months to be used at another **marcus evans** event. No refunds, part refunds or alternative offers shall be made.
7. Governing law: This Agreement shall be governed and construed in accordance with the law of New South Wales and the parties submit to the exclusive jurisdiction of the Courts in Sydney. However, **marcus evans** only is entitled to waive this right and submit to the jurisdiction of the courts in which the Client's office is located.
8. Client hereby acknowledges that he/she specifically authorizes that **marcus evans** charge the credit card listed above for the amount provided herein; that this Contract is valid, binding and enforceable; and that he/she has no basis to claim that any payments required under this Contract at any time are improper, disputed or unauthorized in any way. Client acknowledges that they have read and understood all terms of this contract, including, without limitation, the provisions relating to cancellation.