

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

"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



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.

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

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

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Monday 6th September 2010

0830 Registration & coffee

0850 Welcoming address from the chair

Margaret Malloch General Manager
SAITL Dairy Laboratory New Zealand

**0900 Session One – Case Study
Transforming your management culture to ensure quality and safety improvement**

- Aligning the team with the management to ensure verified decisions
- Errors, incidents and quality failings are opportunities to learn
- Moving your culture towards fairness and a true systems focus
- Simple tools and algorithms to guide organisations towards the new learning and improvement orientated culture
- Quality improvement methodologies like Lean are more readily adopted as solutions to the problems identified

Don Mikkelsen National Operations Manager
New Zealand Blood Service

**0945 Session Two – Case study
Combining quality, rapid cycle times and high productivity to achieve harmonised laboratory operations**

- Reinforcing quality management system for overall efficiency
- Implementing standardised workflow process to encourage users to take ownership for quality, accuracy and accessibility of data
- Looking at bottlenecks and process flows for practical approaches to improve performance
- Using process mapping to improve laboratory's analytical processes

Robert Hayes Manager Quality & Professional Services
Victoria Police Forensic Services Depart

1030 Morning refreshments & networking break

**1100 Session Three – Case Study
Maximising the overall efficiency of laboratory operations by applying lean principles to processes**

- Measuring quality improvement by detecting errors, implementing system improvements and measuring outcomes
- Striking the balance between lean six sigma and analytical systems to maximise gains and efficiency
- Enhancing process efficiency by embedding good work practices with effective use of technology
- Evaluating the effectiveness of lean six sigma techniques

**1145 Session Four – Case Study
Increasing the reliability and speed of testing along with meeting demands of regulatory agencies**

- Improving efficiency without compromising on compliance to ensure accurate results
- Reducing errors for increased production and customer satisfaction
- Effective strategies to reduce variation along with process improvement
- Monitoring and managing the pre and post analytical testing phase of a laboratory quality system
- Benchmarking and comparing performance quality of laboratory tests

Matt Sherriff Quality Control Manager
GlaxoSmithKline

1230 Luncheon

**1330 Session Five – Case Study
Building a sustainable advanced laboratory**

- Understanding your market and point of differentiation
- Establishing appropriate technical and financial measures to optimise business performance
- Continuously tracking and managing your system and processes to improve your performance
- Building a team culture of 'can do' approach rather than 'can not do' approach

Mirjana Prica General Manager Analytical Services
George Weston Foods

**1415 Session Six – Case Study
Maintaining sample integrity and assuring that all regulations and requirements are met when transporting samples**

- Ensuring correct results by using hierarchal studies to separate sampling and assay error
- Identifying pre analytical component to sample collection and transport of sample to avoid errors
- Recognising the suitability and examining the explanation for laboratory tests
- Quantifying the cost implications of poor sampling

Lynn Nelson Quality & Improvement Manager
Douglass Hanly Moir Pathology

1500 Afternoon refreshments & networking break

**1530 Session Seven – Case Study
Improving staff leadership and managerial skills to achieve operational excellence**

- Communicating with the staff and senior management and taking a strategic and an operational view for better decision making
- Strategies for understanding and managing people in an evolving workplace environment to help build effective teams
- Identifying people for future leadership to manage people and conflict
- Transforming your management culture to enable the staff to achieve remarkable goals

Leon van Leperen Laboratory Manager
Thales Australia

**1615 Session Eight – Case Study
Reducing operating costs and improving Return on Investment in automation and systems**

- Assessing and identifying the laboratory requirements before adopting new processes to avoid pointless waste of resources
- Enhancing the effectiveness of automation systems along with successfully implementing and supporting it
- Improving the communication channels between labs and other departments or customers for increased productivity
- Looking at effective ways to control costs and operate with lower budgets

Margaret Malloch General Manager
SAITL Dairy Laboratory New Zealand

1700 Closing remarks from Chair and end of Day One

Who must attend

Chief Scientific Officer (CSO), VP, Directors, General Managers, Managers, Heads of

- Analytical/ Testing/ Microbiology Laboratory
- Quality Assurance
- Quality Control/ System
- Technical Assurance/ Services
- Research & Development
- Continuous / Process Improvement
- Lean Six Sigma Leader
- Scientific Services

From:

- Commercial Testing Laboratories
- Life Sciences (Pharmaceuticals, Biotechnology and Medical Devices)
- Mining and Minerals
- Construction
- Oil, Gas & Chemicals / Petrochemical
- Fast Moving Consumer Goods (FMCG)/ F&B/ Consumer Products
- Cosmetics/ Personal Care Products
- Hospitals
- Government (University, Research Institutions)

Tuesday 7th September 2010

0830 Registration and coffee

0850 Welcoming address from the Chair

0900 Session One – Joint Case Study

Developing individual site management of Corporate Laboratory Information Management System (LIMS) and automation technologies to enhance the level of performance

- Introduction of New System into LIMS data base
- Trial, assessment & introduction of a new micro system to Dairy Labs using Standard Methods
- Assessing suitability to requirements. Identifying limitations of new system
- Adapting aspects of the system to more specifically meet our needs
- Developing policies & procedures to incorporate existing and introduced systems
- Laboratory Design to suit workflow incorporating new system
- Staff training, document & data management

Janine Gillick Laboratory Manager

Elaine Lees Laboratory Manager

Murray Goulburn Co-Operative

0945 Session Two – Case Study

Implementing LIMS for operational excellence, increased production and customer satisfaction

- Continuously improving quality and safety through Laboratory Information Management Systems (LIMS)
- Improving workflow and turnaround time through smooth integration of LIMS
- Enhancing process efficiency in handling data to deliver real-time analysis and reports
- Implementing quality control and quality assurance at each level of data generation

1030 Morning refreshments & networking break

1100 Session Three – Case Study

Managing staff competency by tracking and maintaining all laboratory staff training requirements

- Regularly evaluating and reporting the competency of laboratory staff through detailed training gap analysis
- Retaining technical trained staff within the role and the company through recognition of achievement
- Providing programmes for continuing education and professional development to retain the staff in their current

David Nielsen Director Automated Laboratory

SA Pathology

1145 Session Four – Case Study

Minimising risks with lean six sigma tools in your method validation

- Looking at system feedbacks and maintaining control of calibration
- Determining an appropriate level of validation which complies with regulatory goals
- Calculating the capability of a test method and determine the optimum number of workups
- Elevating laboratory services using visual tools and comparing performance of multiple methods

Professor David I. Ben-Tovim Director Redesigning Care and Clinical Epidemiology

Flinders Medical Centre

1230 Luncheon

marcus evans would like to thank everyone who has helped with the research and organisation of this event, particularly the speakers and their staff for their support and commitment.

1330 Session Five – Workshop

Performance Management – Improving laboratory productivity

Good laboratory management skills are essential in ensuring that laboratories are run efficiently and productively. Effective improvement strategy is the key to success of a laboratory and an organisation.

Part I

- Applying Quality Management to the Laboratories
- Maximizing quality value in Quality Control and Quality Assessment
- Examining factors which affect measurement quality
- Lean strategies to improve lab performance – what works and what don't

Part II

- Recording Quality Gains. Finding savings in Costs of Poor Quality
- Making continuous improvement changes when needed to sustain laboratory performance and quality
- Walking the Quality Trail, Vision to Mission to Reality
- Building the Culture of Quality: Leadership, team building, and managing change

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

Workshop Schedule

1330	Workshop Begins
1500	Afternoon refreshment & networking break
1530	Workshop resumes
1700	Close of workshop

1700 Closing remarks from Chair and end of conference

Why you must attend

The increasing importance of laboratories and its central role in decision making requires greater analytical precision, more stringent test selection, and interpretation of results. In order to minimise the frequency of occurring errors, better quality management will ensure recognised standard of practice and effective improvements in both productivity and cost.

Advanced Laboratories 2010 will provide you with cutting-edge tools, trends and insights in quality management and data integration for improvement in turnaround time, increased production and customer satisfaction. It will examine practical approaches to strengthen quality culture within the organisation, ensure adequate expertise and knowledge with technical staff to readily embrace opportunities for continual improvement while simultaneously reducing costs and successfully using new technologies.

About the Endorser

The **Australasian Health and Research Data Managers Association (AHRDMA)** was founded in 1990 and is a not-for-profit association of health researchers, research nurses, clinical research associates, study coordinators, data managers and research managers.

It represents a diverse range of professional backgrounds, working across the spectrum of medical research disciplines in Australia, New Zealand and Asia, predominantly in hospitals and academic research organisations.

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