

“MEDICAL LABORATORY AND CUSTOMER SATISFACTION”

The central tenets of Quality Management are to reduce error and improve service in order to ensure that customer needs and requirements are being met. (The international definition of Quality is the process of ensuring that customer need and requirements are being met). The medical laboratory at its core is a both a service provider and a manufacturer (of medically useful and relevant information). The laboratory serves many external customers including physicians, patients, and community/public health as well as patients, family and friends, all of whom can have specific needs of the service and information provided. Traditionally laboratories have not been particularly effective at monitoring and measuring customer need and requirements; however, public and accreditation bodies are requiring more active attention to ensuring customer satisfaction. International standards including ISO15189:2012 (Medical Laboratories – Requirements for Quality and Competence) and ISO9001:2015 (Quality Management Systems – Requirements) provide helpful guidance on what information should be gathered and what can be done with the information. During this presentation we will discuss who are laboratory customers, and how to better monitor their needs and requirements