

COULD QMS MAKE US BETTER?

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QMS

The QMS originally created to:

- demonstrate „process and product“ quality
- improve the business efficiency and reduce the business risk

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QMS in clinical/laboratory milieu

The aim is the same

- demonstrate „process and product“ quality
- improve the professional efficiency and reduce the risk (= unsuccess, low pregnancy rate, misdiagnosis, etc.)

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Expected internal results

- laboratory/clinical processes are improved
- better quality product/treatment is created

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External benefits

- Higher perceived quality in the Marketplace
- Improved client satisfaction
- Competitive edge
- Reduces client-required quality audits
- Increase market share

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Other benefits

- meet market needs
- satisfy both clients´ and legislative requirements
- price „goods“ competitively
- generate profit in order to be effective in business

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Main principle of QMS

- *Say what you do.*
- *Do what you say.*
- *Show that you do it.*

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The aim of the QMS is to support your:

- Ability
- Team Building
- Credibility
- Durability
- Effectiveness
- Flexibility
- Guarantee
- Hard pleasure customers
- Improvements

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QMS implementation step by step

- Observing and evaluating the processes
- Documenting the processes
- Implementing a Quality Management System
- Reviewing the processes and operations
- Identifying inefficiencies and gaps
- Implementing actions to eliminate problematic areas

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Accreditation

- has to become the norm and a requirement to remain competitive with companies already accredited
- is not done due to the ESHRE, due to the EU or due to your general manager...
- it is done due to your clients as well as your personal benefits

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BENCHMARK

- To find out what your business is doing right, but more importantly find out what you could do better.

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Benchmark can:

- Improve client satisfaction and loyalty
- Increase client benefits and company profits
- Reduce the risk of losing clients

Your patients have an opinion of your services. They are more likely to give an honest opinion to a questionnaire, rather than to you directly.

This feedback is an extremely valuable source of management information that can be used to meet your patients' expectations.

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What to do first ?

- Break your habits and reserve one working day to do following activity:
- Go to work and don't start your normal daily activities but go for a walk through your clinic/lab with widely opened eyes
- Imagine you are the auditor

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What to do first ?

- Look at your day-to-day clinical/lab activities
- Observe what your people are doing
- Observe the clinic/lab – the rooms, offices, operating theatre, embryological lab, andrological lab, cytogenetical/molecular lab, documentation, etc.
- Hear what your people are saying to the clients, how they are communicating

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What to do first ?

- Try to reply the questions:

„Is it 100% well what I am observing or are there any imperfections ?“

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What to do first ?

- Observations will become a vital part of your clinic/lab's quality system documentation
- Select and recognize the critical processes and steps
- Organize basic training for the quality staff
- Realize who will be the Internal auditor(s) ?

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Don't forget

- The internal audit is not the definitive victory
- The external independent QMS audit is necessary to complete and prove the right implementation of the QMS

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Disadvantages

- Process is time consuming
- Unpleasant for lazy people
- Will not work if it is completely „imported“ from outside

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Important person - consultant

Bad consultant will sell you the manuals.
Good consultant will sell you his effort to push your people creating them.

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Advantages

- If you are afraid of commanding or prohibiting something, now you have the right reason: It is required by QMS.
- You will start to build up your QMS at one clinic and will make your external audit at the other - much better one.

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**COULD QMS
MAKE US BETTER?**

**YES, FOR SURE,
IT COULD.**

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