

University of British Columbia

Certificate in Laboratory Quality Management

CONTINUING PROFESSIONAL DEVELOPMENT
FACULTY OF MEDICINE



-POLQM-
PROGRAM OFFICE
FOR LABORATORY
QUALITY
MANAGEMENT

- Completely on-line, asynchronous, mentored, discussion based course
- Designed to provide knowledge, discussion, and expertise for those interested in Quality Management for Clinical and Research laboratories.
- Highly valuable for laboratory quality managers, and those that work with quality management issues.
- Appropriate for technologists, physicians, administrators, and other laboratory professionals.

Duration: 22 weeks (January—June)

Fee: CAD 3,300

Group rate available for groups of 10 or more people - Contact POLQM

More information:

<https://polqm.med.ubc.ca/course-description/>

- Accreditation
- Who is my Customer? Customer Satisfaction
- Do-It-Right-the First-Time
- Strategic Quality Planning
- Quality Education and Leadership
- Quality Partners, Quality Management
- Developing Policies, Procedures, and Standards
- Reading, Understanding, and Implementing ISO15189
- Document Preparation and Management
- Costs of Poor Quality
- EQA, Proficiency Testing
- Risk Analysis, Risk Awareness, Risk Management
- Understanding and Working with Error
- External Failure
- Failure Mode Effects Analysis
- Root Cause Analysis
- Lean, Six Sigma
- Safety Audits
- ... more

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Accredited by UBC CPD



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Course eligible for CE credits through CSMLS and ASCP