

ABSTRACT

Investigation of the laboratory's operations revealed that significant shortages were being experienced regularly for personal operations. The need for standardisation of organisational systems became apparent as internal indicators revealed that there is still room for growth and improvement. With the continued allocation of time and other limited resources, the framework once again Strategic Remodelling of the Quality Systems Of the Laboratories at the Caribbean Epidemiology Centre (CAREC)

Keywords: Lisa Barrow-Boisson, strategic quality management, laboratory accreditation, ISO Guide 25.

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The survival of an organisation is often hinged on its ability to successfully plan for the future. Traditional strategic planning approaches are now making way for a strategic quality planning approach. For world-class acceptance of products and services, the movement has been towards the alignment of organisational elements to international standards as put forward by the International Standard Organisation, for example.

In this thesis, this new approach is applied to CAREC, using strategic planning tools such as SWOT analysis and Porter's framework. The methodologies and tools of the quality gurus such as Shewhart and Deming (Plan-Do-Check-Act cycle) and Ishikawa (Cause-and-Effect analysis) were applied to specific aspects of the laboratory's operation. Requirements of International Standards, such as ISO Guide 25, were reviewed in an attempt to make a preliminary draft of a standardised document, a quality manual.

Application of the above methodologies/approaches, revealed that significant resources were being expended annually for general operations. The need for continued standardisation of organisational activities became apparent as internal indicators revealed that there is still room for growth and improvement.

With the continued allocation of time and other identified resources, the framework once applied within the laboratory, could lead to an overall increase in total quality of output.

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