



Editorial

Quality Management System

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“Quality management principles” are a set of fundamental norms, beliefs, values and rules which are accepted as true and used as a basis for quality management. The QMPs are used as a foundation layout to guide an organization’s performance improvement. They were developed and updated by international experts of ISO/TC 176, is responsible for maintaining and developing ISO’s quality management standards.

The seven quality management principles are:

- QMP 1 – Customer focus
- QMP 2 – Leadership
- QMP 3 – Engagement of people
- QMP 4 – Process approach
- QMP 5 – Improvement
- QMP 6 – Evidence-based decision making
- QMP 7 – Relationship management

A quality management system can be defined as “coordinated activities to direct and control an organization with regard to quality”. This definition is used by the Clinical and Laboratory Standards Institute (CLSI), The International Organization for Standardization (ISO).

In a quality management system, all aspects of the laboratory operation, including the organizational structure, processes and procedures, need to be addressed to assure quality.

Many processes and procedures that are performed in the laboratory and for assurance of reliability and accuracy of test, these must be carried out correctly. A simple error in any part of the cycle can produce a poor lab result. At every phase detecting errors is very essential if quality is to be assured.

ISO standards group laboratory divides processes into pre-examination, examination and post examination categories. For laboratory use they include: pre-analytic and post-analytic processes; or pre-test, test and post-test processes.

These set of operations which occur in testing is called the path of workflow.

The path of workflow starts with the patient and ends in results interpretation and reporting.

This concept of the path of workflow is important to the quality management system, and while developing these we should consider quality practices.

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