



Topic: Laboratory Management Workshop

Laboratory competence is an essential component of a country's testing and calibration system. Laboratory managers, supervisors and scientists must have a broad range of skills and in-depth scientific knowledge in order to efficiently and effectively manage a laboratory as a going concern.

Laboratory Management training/workshop is one of the areas identified in the mid-term evaluation report as requiring attention (*ref.: Mid-Term Evaluation Report, SATN/MT-9833-RG Specific Comments and Recommendations, pg 36 Training and Awareness, Component II and Component III, Activity 3.4, pg 42*). Given this the PEU aim to plan and execute a number of these workshops within the region.

Aim:

The laboratory management workshops will train supervisory and managerial level staff to be effective leaders within national laboratory systems. The curriculum is tailored to the identified needs of countries.

Objective:

On completion, participants will be able to:

- Create a healthy, safe, and productive workplace by effectively and appropriately hiring, training, supporting, and evaluating laboratory personnel.
- Manage (plan, organize, and direct) the daily work activities of a laboratory setting by working independently and as a member of a team, meeting job expectations, and adhering to organizational policies and goals.
- Communicate thoughts orally and in writing in a clear, well-organized manner that effectively persuades, informs, and clarifies ideas, information, and lab techniques/procedures to staff, the scientific community, and the public.
- Practice ethical standards of integrity, honesty, and fairness as a laboratory manager and professional.
- Monitor and maintain laboratory Quality management system including -related documentation, equipment, and supplies necessary for conducting efficient, safe, cost-effective, and hygienic laboratory operations.
- Manage scientific and laboratory practices and procedures by complying with and adhering to national, state, and local standards, policies, protocols, and regulations.

Workshops include modules on:

Course Content

- Introduction to the various aspects of managing a laboratory
- Laboratory facilities
- Personnel management/ Leadership and Supervision
- Instrumentation including validation and calibration
- Management of laboratory supplies/ Inventory Control
- Budgeting and financial management
- Performance measures
- Strategic Planning /Scheduling and planning
- Management of documentation and laboratory records
- Writing /development of specification and procedures including method Validation
- Troubleshooting of analysis in lab as well as in production areas
- Safety Management
- Communications
- The use of computers in the laboratory
- Sampling
- Auditing
- Problem Solving and Decision Making
- Quality Management

Workshop Agenda

Laboratory Management Workshop Agenda

Day 1

8.30 – 9.00 am **Registration**

9.00-9.20 am FORMAL OPENING

Opening Remarks

Introductions

Ice breaker Exercises

Session 1

9.20-10.30 am

INTRODUCTION TO THE VARIOUS ASPECTS OF MANAGING A LABORATORY

- Types of Laboratories
- Creating an organized focused atmosphere
- Establishing and enforcing specific standards
- Evaluating the laboratory environment
- Establishing a safe and secure environment

10.30 – 10.45 am

REFRESHMENT BREAK

Session 2

10.45-12.15 a.m.

LABORATORY FACILITIES

Knowing Your Lab

- Check out the blueprints
- Follow Plumbing and Electrical Outlet
- History
- Who owns what-building coordinator/EH&S + in house safety coordinator

Knowing Your Equipment

- Purchasing Arrangements
- Responsibilities for Purchasing
- Purchasing Specifications
- Cost Benefits in purchasing Equipment

Health and Safety

- Disaster Plan Evacuation/Assembly and Verification Plan
- Employee Responsibilities

Laboratory Layout

- Segregation of Appropriate Hazards (noise, dust, vibration equipment)
- (noise, chemicals, flammables, electricity, and dust)

12.15 – 1.15 **LUNCH**

Session 3

1.15-2.30

PERSONNEL MANAGEMENT/ LEADERSHIP AND SUPERVISION

- Staffing – Recruitment, Screening, Interviewing and Evaluating Staff
- Managing Your Staff
- Setting Communicating and Managing Expectations
- Mentoring- What it is and Why Mentor Staff
- Mentoring Responsibilities
- Identifying Mentoring/ Training Needs
- Gender and Culture Issues in training and mentoring

2.30-2.45 **REFRESHMENT BREAK**

Session 4

2.45-4.00

MANAGEMENT OF LABORATORY SUPPLIES/ INVENTORY CONTROL

- Chemical management - safety concerns and health and safety regulations
- Chemical safety and quality data information management system
- Utilizing staff abilities, processes and technology to optimize inventory control.
- Researching best practices in inventory control

DAY TWO

8.15-8.30

Review /Reflection on Day One. Questions, Concerns Clarifications

Session 1

8.30-10.15

STRATEGIC PLANNING FOR LABORATORIES

- What is a strategic Plan
- Why develop a strategic plan for the laboratory
- Benefits of operation with a Strategic Plan
- Four major components of a strategic plan.

10.15-10.30 REFRESHMENT BREAK

Session 2

10.30-12.00

DEVELOPING A STRATEGIC PLAN -AN INTRODUCTION

- The S.W.O.T. Analysis
- The Strategy Map
- Critical Enablers for Implementing a Laboratory Strategic Plan
- Mission/Vision/Principal Priorities

12.00-1.00 LUNCHEON BREAK

Session 3

1.00-2.30

MANAGING IN A QUALITY ENVIRONMENT- LABORATORY INFRASTRUCTURE

- Major Elements of Laboratory Infrastructure
- Synergies required to implement a Quality Environment
- Elements of the Quality Management System
- The Process Approach to Laboratory Quality Management

2.30-2.45 REFRESHMENT BREAK

Session 4

2.45- 4.15

MANAGEMENT OF DOCUMENTATION AND LABORATORY RECORDS

- Document Hierarchy in a Quality Management Environment
- The Quality Plan
- Quality Policy Statement
- The Quality Manual
- Control of Documents
- Management of Records

DAY THREE

8.15 TO 8.30

Review /Reflection on Day Two. Questions, Concerns Clarifications

Session 1

8.30-10.00

WRITING /DEVELOPMENT OF MANAGEMENT /ADMINISTRATIVE PROCEDURES

- The Procedure Manual
- Procedure Writing – The Essential Basics
- The Procedure Development Process
- Procedure Writing 101

10.15-1030 REFRESHMENT BREAK

Session 2

10.30-12.00

WRITING/DEVELOPMENT OF TECHNICAL PROCEDURES

- The Essential Elements of a Technical Procedure/SOP
- Developing a Specific Technical Procedure
- Analysis for Completeness/Specificity and compliance with Standard.

12.00-1.00 LUNCHEON BREAK

Session 3

1.00-2.30

ENSURING COMPLIANCE WITH STATED PROCEDURES

- Auditing in the Laboratory Responsibilities and Frequency
- The Audit Plan
- Corrective Actions
- Review of Procedures

2.30-2.45 REFRESHMENT BREAK

Session 4

2.45-4.15

ENSURING QUALITY AND INTEGRITY IN TESTING – SAMPLING

- Sample Collection
- The Sampling Plan
- Sample Preparation for Analysis
- Sample Accountability /Chain of Custody
- Retention of Samples and Records

DAY FOUR

8.15 TO 8.30

Review /Reflection on Day Three. Questions, Concerns Clarifications

Session 1

8.30-10.00

LABORATORY SAFETY

- Responsibility for Safety in the Laboratory
- Critical Factors in Ensuring Safety of Personnel and Plant
- Compliance with Regulatory Requirements
- Safety Plans procedures and Implementation

10.15-1030 REFRESHMENT BREAK

Session 2

10.30-12.00

GETTING THE WORK DONE/ COMMUNICATING EFFECTIVELY

- Effective Communication – The Definition
- The four main goals of Communication
- Verbal and Non Verbal Communication
- Barriers to Effective Communication
- Dialogue – What it Means and how to do it
- Self Assessment

12.00-1.00 **LUNCHEON BREAK**

Session Three

1.00-2.30

PROBLEM SOLVING AND DECISION MAKING

- Problem Solving vs. Decision Making
- The Decision Making Process
- Attributes of an Effective Decision Maker
- Ethical Decision Making and Problem Solving
- Problem Solving Model

2.30-2.45 REFRESHMENT BREAK

Session 4

2.45-4.15

ENSURING QUALITY- MONITORING PERFORMANCE IN THE LABORATORY

- Setting Performance Targets
- Why Monitor Employee Performance
- How to Measure Performance
- Some monitoring Approaches.

DAY FIVE

8.15 TO 8.30

Review /Reflection on Day four. Questions, Concerns Clarifications

Session 1

8.30-10.00

BUDGETING AND FINANCIAL MANAGEMENT (An open Discussion)

- Who is responsible and why
- How costs are allocated
- Preparing budgets
- Cost Analysis Data
- Managing Supply Costs
- Improving financial management
- Dealing with Budget Variances
- Unplanned Expenditure

10.15-1030 REFRESHMENT BREAK

Session 2

10.30-12.00 Review Exams

12.00-1.00 LUNCHEON BREAK

END OF PROGRAM

Target Audience:

Senior Laboratory Personnel. Laboratory supervisors, Laboratory Managers, Laboratory owners.

Workshop Schedule	-June-August 2011
Duration of Workshop	- 5days
Time	-8.30am – 4.30pm
Proposed Venues	-Trinidad and Tobago; Jamaica
Facilitator	-Ms. Violet Davis Maurice