

QSE 2: Customer Focus

Policy	The laboratory has processes and procedures for both internal and external customer service.
Purpose	This policy provides direction for the processes and procedures to effectively manage the laboratory's customer service.
Responsibility	<p>The Laboratory Director is responsible for the identification of the customers.</p> <p>The Laboratory Supervisor is responsible for providing services and feedback mechanisms to the customer.</p> <p>The Quality Manager is responsible for monitoring customer service and satisfaction</p> <p>The Lead Technologists are responsible for contributing to problem identification and resolution.</p>
Provision of Laboratory Services	The laboratory has processes and procedures for initial and ongoing reviews of contracts to provide its medical laboratory services to other services or facilities.
Identification of Customers and Their Needs	The laboratory has identified internal and external customers and their needs and expectations and develops/changes processes in order to meet these needs.
Customer Feedback Mechanisms	The laboratory has systems for assessing customer satisfaction and managing complaints in order to identify processes that are causing problems for the customers and initiate responses.
Referral for Process Improvement	Information from customer complaints and satisfaction surveys are analyzed and identified problems are referred for process improvement.
Supporting Documents	<p>The following processes support this policy:</p> <ul style="list-style-type: none"> • Provision of Laboratory Services • Identifying and Managing Customer Needs • Managing Customer Complaints • Monitoring Customer Satisfaction

Process for Provision of Laboratory Services

What Happens	Who's Responsible	Procedures
The laboratory enters into contracts with entities receiving laboratory services.	<ul style="list-style-type: none"> • Laboratory Director • Management for Recipients of Services 	<ul style="list-style-type: none"> • Provision of Laboratory Services • Service Contracts
The requirements for the laboratory's services are defined, documented, and understood by all recipients of the laboratory's services	<ul style="list-style-type: none"> • Laboratory Director • Management for Recipients of Services 	<ul style="list-style-type: none"> • Provision of Laboratory Services • Service Contracts
The laboratory has the capabilities and resources to meet the requirements	<ul style="list-style-type: none"> • Laboratory Director • Laboratory Supervisor 	<ul style="list-style-type: none"> • Provision of Laboratory Services • Service Contracts • Test-Specific SOPs • Test Menu
Amendments or changes to contract provisions are discussed and documented	<ul style="list-style-type: none"> • Laboratory Director • Management for Recipients of Services 	<ul style="list-style-type: none"> • Provision of Laboratory Services • Service Contracts
Any deviations from the contract are reported to the clients	<ul style="list-style-type: none"> • Laboratory Director • Management for Recipients of Services 	<ul style="list-style-type: none"> • Provision of Laboratory Services • Service Contracts

Process for Identifying and Managing Customer Needs

What Happens	Who's Responsible	Procedures
The laboratory identifies internal and external customers	<ul style="list-style-type: none"> • Laboratory Director • Laboratory Supervisor 	<ul style="list-style-type: none"> • Customer Service
The needs and expectations of internal and external customers are identified	<ul style="list-style-type: none"> • Laboratory Director • Laboratory Supervisor • Quality Manager 	<ul style="list-style-type: none"> • Customer Service
The need for new processes or changes to existing processes in order to meet customer needs is determined	<ul style="list-style-type: none"> • Laboratory Director • Laboratory Supervisor • Quality Manager 	<ul style="list-style-type: none"> • Quality Management • Customer Service
Referrals for Process Control and Process Improvement are made	<ul style="list-style-type: none"> • Laboratory Director • Laboratory Supervisor • Quality Manager 	<ul style="list-style-type: none"> • Quality Management • Customer Service • Process Improvement

Process for Managing Customer Complaints

What Happens	Who's Responsible	Procedures
Methods for external customers to submit concerns or suggestions (including anonymous submission) are developed and implemented	<ul style="list-style-type: none"> • Laboratory Director • Laboratory Supervisor • Quality Manager • Technicians/Technologists 	<ul style="list-style-type: none"> • Communication of Safety and Quality Concerns • Customer Service
A policy is developed and implemented whereby internal customers can submit concerns and suggestions anonymously and without fear of reprisal	<ul style="list-style-type: none"> • Laboratory Director • Laboratory Supervisor • Quality Manager • Technicians/Technologists 	<ul style="list-style-type: none"> • Communication of Safety and Quality Concerns • Customer Service
Customer complaints are received and documented in the laboratory	<ul style="list-style-type: none"> • Laboratory Director • Laboratory Supervisor • Quality Manager • Technicians/Technologists 	<ul style="list-style-type: none"> • Communication of Safety and Quality Concerns • Customer Service
Corrective actions are initiated and documented in response to complaints	<ul style="list-style-type: none"> • Laboratory Supervisor • Quality Manager • Technicians/Technologists 	<ul style="list-style-type: none"> • Communication of Safety and Quality Concerns • Customer Service
Customer is provided with feedback regarding response to complaint	<ul style="list-style-type: none"> • Laboratory Supervisor • Quality Manager 	<ul style="list-style-type: none"> • Communication of Safety and Quality Concerns • Customer Service
Complaints are tracked and analyzed	<ul style="list-style-type: none"> • Quality Manager 	<ul style="list-style-type: none"> • Communication of Safety and Quality Concerns • Quality Management • Process Improvement
Referrals are made for process improvement as needed	<ul style="list-style-type: none"> • Laboratory Supervisor • Quality Manager 	<ul style="list-style-type: none"> • Quality Management • Process Improvement

Process for Monitoring Customer Satisfaction

What Happens	Who's Responsible	Procedures
Approval is obtained for conducting satisfaction surveys and surveys are created for internal and external customers	<ul style="list-style-type: none"> • Laboratory Director • Laboratory Supervisor • Quality Manager 	<ul style="list-style-type: none"> • Customer Service • Customer Satisfaction Surveys
Satisfaction surveys are conducted and collected	<ul style="list-style-type: none"> • Laboratory Supervisor • Quality Manager • Internal and External Customers 	<ul style="list-style-type: none"> • Customer Service • Customer Satisfaction Surveys
Information from satisfaction surveys is analyzed	<ul style="list-style-type: none"> • Laboratory Supervisor • Quality Manager 	<ul style="list-style-type: none"> • Customer Service • Customer Satisfaction Surveys • Quality Management
Results are submitted for management review and referred for process improvement as needed	<ul style="list-style-type: none"> • Laboratory Management • Quality Manager 	<ul style="list-style-type: none"> • Customer Service • Quality Management • Process Improvement