What does a Laboratory Manager do?

KEY AREAS OF WORK	TASKS	DESIRED OUTCOME
1. Productivity Management	1. Organize the laboratory and coordinate work space to allow for smooth, efficient service operations 2. Design workflow for optimal productivity 3. Prioritize and assign work according to personnel skill level, workloads, and completion timeframe 4. Assess personnel competency against standards and determine corrective action and training needs 5. Conduct weekly staff meetings to coordinate activities, review lab operations, reward success, celebrate accomplishments, and resolve issues 6. Meet with staff individually to communicate expectations and provide feedback, coaching, or on-the-job training to ensure competency and productivity 7. Provide/coordinate new-hire orientation and training to staff 8. Maintain and update personnel records (training, certification, competency assessment) 9. Create a work plan and budget based on personnel, test, facility, and equipment needs 10. Create/review/forward reports on lab operations to upper management 11. Implement measures to motivate staff to improve quality of work and productivity (e.g., training, job rotation, employee of the month, thank-you letter, etc.) 12. Develop and implement lab improvement plans based on best practices and feedback from staff, patients, customers, quality indicators, and external assessment 13. Communicate to upper management regarding personnel, facility, and operational needs	Efficient workflow; Evenly distributed workload; Uninterrupted service delivery
2. Work Area Management	1. Assess any reported incidence or abnormalities 2. Authorize and follow up on repairs 3. Monitor staff adherence to safety rules and practices 4. Ensure appropriate physical work environment for testing 5. Ensure that safety equipment is accessible and readily available (e.g., place safety equipment such as sharp box and PPE close to work station to encourage use) 6. Ensure Safety Manual with safety procedures for laboratory functions and possible emergencies is accessible to and reviewed by all staff 7. Ensure reagents and chemicals are stored properly 8. Ensure that waste is properly disposed	Clean, adequate, safe, and functional equipment, work space, and storage area
3. Inventory Management	1. Review inventory log of all equipment and parts 2. Review inventory log of all supplies and reagent 3. Monitor consumption rate and inventory level to determine when and how much to reorder 4. Enforce good stock management practices (proper storage, stock cycling, inspection of incoming orders, etc.) 5. Inspect quality of existing inventory and dispose of expired test kits, reagents, supplies, and equipment according to policy	No overstocking; No understocking; No stock-out
4. Procurement Management	1. Accurately evaluate needs for equipment, supplies, and reagents taking into consideration past patterns, present trends, and future plans 2. Place orders as necessary in accordance with needs and budgetary constraints 3. Monitor procurement orders 4. Appropriately document and maintain accurate records of all purchase orders and requisitions	Fresh supplies are always available for continuous service
5. Preventive Maintenance of Equipment	1. Consolidate and post equipment service information (contact, service frequency and dates, etc.) at site 2. Ensure proper preventive maintenance (e.g., cleaning, proper shutdown) on instruments when used 3. Perform and record troubleshooting on malfunctioning equipment 4. Review and sign maintenance logs to ensure regular preventive maintenance and timely repairs 5. Take corrective actions or issue repair orders and record all issues 6. Follow up on all corrective action, see if equipment is properly functioning, observe for trends, or determine training needs 7. Communicate to upper management equipment specifications and maintenance needs	Equipment functioning all the time to ensure uninterrupted and quality service
6. Quality Assurance	1. Ensure that the Quality Manual with quality assurance policies and procedures is accessible to and reviewed by all staff 2. Ensure that QC material is tested according to SOPs 3. Establish acceptable ranges for control material 4. Validate new equipment, reagents, and supplies 5. Track test performance (e.g., Levy-Jennings chart) for trends 6. Review discordant rates and determine appropriate action 7. Review records of environmental checks and QC trends to assess impact on testing and take corrective action 8. Review occurrence log for patterns/trends and take corrective action 9. Monitor reagent performance 10. Customize site-specific SOPs as needed 11. Ensure that SOPs are read and understood by staff 12. Enroll in EQA program, monitor results, and take corrective actions 13. Periodically observe/assess accuracy of personnel's work and take corrective action	Consistently accurate and reliable test process (preanalytical, analytical, post-analytical)
7. Specimen Collection & Processing	1. Determine appropriate tests based on test request and assign test responsibility 2. Review specimen log for completeness 3. Enforce good specimen handling and processing practices 4. Ensure adherence to specimen referral requirements 5. Track specimen referral status and review referral reports to ensure timely return of test results	Proper specimen collection, labeling, packaging, storage, tracking, and disposal
8. Laboratory Testing	1. Monitor testing to ensure SOPs are followed and tests are performed and reported properly and promptly 2. Cross-check test reports against test request to ensure completion of all tests 3. Review test records and findings promptly to ensure accuracy and timely release of test results 4. Validate assigned tests and specific abnormal results	All laboratory tests are performed promptly and accurately; test results are validated and recorded before release
9. Test Result Reporting	1. Aggregate and report all test findings for each patient 2. Ensure test results reach referral sites or test requestors 3. Consult with clients regarding specimen quality, test results, and findings in a professional manner and ensure each issue is resolved promptly and documented appropriately 4. Conduct customer satisfaction survey to identify areas for improvement	Reporting of accurate test results and findings within established turnaround time; satisfied clients
10. Documents & Records Management	1. Maintain a library of documents (policies, guidelines, SOPs, references, etc.); review and update annually 2. Maintain integrity, organization, and confidentiality of records (client test results, specimen transfer logs, maintenance logs, inventory logs, etc.) 3. Ensure proper record retention, rotation to storage, and disposal according to protocol	Permanent, secure, and traceable records and approved, up-to-date, and easily accessible documents

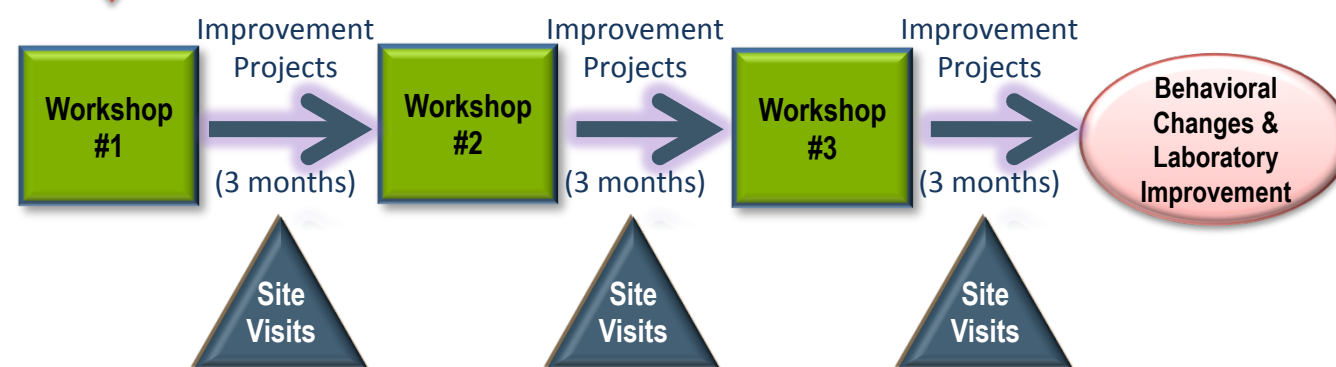## A Training / Mentoring Program for Laboratory Accreditation

Unique Design

- Curriculum offers hands-on training in laboratory management tasks (left chart) and job routines, rather than theories.
- Activity-based and tool-driven training permits learning by doing.
- Training content is closely linked to WHO-AFRO assessment checklist.

Proven Implementation Model

- Multi-workshop delivery facilitates learning transfer and behavioral changes.
- Implementation of improvement projects after each workshop assures immediate skill application and produces tangible outcomes.
- Follow-up site visits allow for monitoring, mentoring, and reinforcement over time.

Program Implementation Model

Workshop #1 → Improvement Projects (3 months) → Workshop #2 → Improvement Projects (3 months) → Workshop #3 → Improvement Projects (3 months) → Behavioral Changes & Laboratory Improvement

Site Visits | Site Visits | Site Visits

Program Facts

No. of Modules: **10**

1 - Productivity Management
2 - Work Area Management
3 - Inventory Management
4 - Procurement Management
5 - Equipment Maintenance
6 - Quality Assurance
7 - Specimen Management
8 - Laboratory Testing
9 - Test Result Reporting
10 - Documents & Records

No. of activities: **45**

No. of tools and job aides: **100+**

Total training time: **50+ hours**

Participant Testimony

- "SLMTA is the most relevant, down to earth, practical approach to quality improvement and preparation for lab accreditation."
- "It is the best in real-time lab improvement. This is not just training. It is transformation in action."
- "SLMTA has a unique approach of not just telling but showing. The framework provides all tasks that a novice lab manager who wants to attain accreditation must do to fulfill WHO-AFRO /ISO 15189 standards. I have been seriously challenged in the past trying to implement the standards until SLMTA. "
- "Any laboratorian who has not gone through SLMTA is missing a lot! A laboratorian + SLMTA = Digital Laboratorian! A laboratorian without SLMTA = Analogue Laboratorian!"
- "It transforms your views on quality and broadens your horizons in commodity management, quality assurance, equipment use and maintenance and overall laboratory management."
- "All training on QA should be done the SLMTA way."