

Summary of Quality Control (QC) Program ##### 1.--- ### Key Points – The QC program ### emphasizes systematic monitoring, documentation, and corrective actions to ensure reliable laboratory results and improve overall quality in patient care. Responsibilities – Department Heads and Supervisors must select survey materials and ensure timely testing and result submission. Purpose – The QC program aims to monitor the performance of analytical systems to ensure reliability in patient sample measurements, facilitating both short-term and long-term medical decisions. Procedures – **Acceptable Ranges***: At least 20 measurements over 2–4 weeks are needed to establish control ranges, which must be documented and approved. Corrective Actions – **Systematic Errors***: Involve maintenance, recalibration, and retraining. Definitions – **Quality Control Program***: A system developed to ensure products or services meet or exceed customer requirements. – **Frequency of Testing***: QC testing frequency is set to daily for stable analyzers and with each analytical batch if not run daily. Unacceptable results require documented corrective actions and a review of patient results to ensure validity. Policy – Each laboratory section will create a QC program with specific checklists and control ranges. Documentation of corrective actions is required, and QC records must be retained for a minimum of three years. QC Review Schedule – **Daily***: QC results reviewed by technologists and section supervisors. – **Random Errors***: Typically resolved by re-running samples; if issues persist, further investigation is needed. Split-Sample Procedures – Used for external proficiency tests or when unavailable. – **Monthly***: Section Head and Quality Officer review all QC data collectively. Interpretation of Results – QC results should be plotted over time. Accept or reject results based on established criteria. Samples may be split for testing in other laboratories or re-run internally using different methods. They are also responsible for reviewing QC results before patient results are released. ##### .2.##### 3.##### 4.##### 5.##### 6.##### 7.##### 8.##### 9