

WHO Public Health Laboratories knowledge sharing webinar

Laboratory Management Series Part Two – Process Management

Highlights and Key Messages

In this session we talked about the importance of mapping and understanding laboratory processes in order to be able to identify errors, apply corrective actions and streamline these processes in order to optimize laboratory workflow. We introduced process maps and flowcharts which are helpful in visualizing activities to analyse the steps and identify any inefficiencies. We listened to Dr Hamid Irshad's experience identifying a potential error in study results and the steps his laboratory took to identify and correct the error. We used the 5-why analysis tool to understand more deeply root-causes

Key Points:

- Process management involves planning and administering the activities necessary to achieve a high level of performance
- Process mapping and flow charts are useful tools for examining the process and identifying areas for improvement
- Root-cause-analysis can help to identify the source of errors and allow for preventative and corrective actions

13th October 2021



English, Russian,
French, Portuguese,
Spanish & Arabic

1628 Participants
registered



132 Countries

67% female, 32%
male, 1% prefer
not to say



21 Questions asked

Speakers:

Dr Stefan Weber – Sheik Khalifa Medical City (SKMC), United Arab Emirates (UAE)
Dr Hamid Irshad – , Animal Sciences Institute, National Agricultural Research Centre, Islamabad, Pakistan
Ms Lisa Stevens – WHO Headquarters



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Next webinar: Oct 27th

Personnel Management

Useful links (click on blue text)

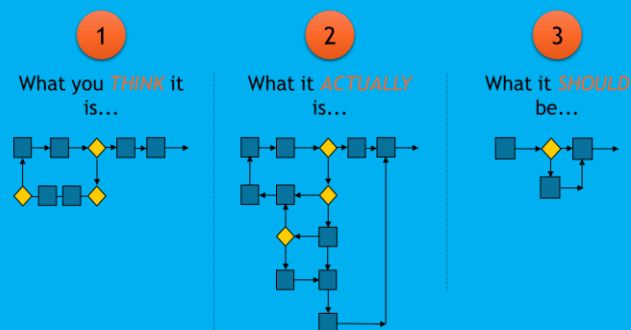
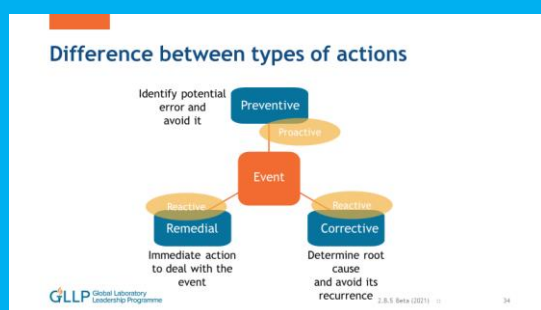
Webinar recordings * : [English](#) – [Français](#) – [Español](#) – [Русский](#) – [عربي](#)

Presentations: [Dr Weber – Process Management](#); [Dr Irshad – Personal Experience](#);

[Overview & Re-Cap of the Management Series](#), Overview of the [Activities & Assessment](#) (Ms Lisa Stevens)

Activity Booklet – [EN](#) – [FR](#) – [RU](#)

[Process Management Webinar Questions & Answers](#)



Activity Booklet

- Optional, Self –marked
- Available in English, French & Russian.
- Following this webinar, please complete the remainder of the activities:

Process Management – Pages 4 -6: create a process map, flowchart, perform a 5-why analysis

Personnel Management – Pages 6 - 10 : A personality test and motivation survey in preparation for the webinar on Wednesday 27th October.

Assessment & Certificate

- Link available after final webinar (28th October)
- Available in English, French & Russian.
- Available for one month. Passing score 80%. As many attempts as needed.
- Those who pass the assessment will receive a **certificate of achievement**

*The interpretation of proceedings serves to facilitate communication and does not constitute an authentic verbatim records of the proceedings. Only the original speech is authentic. Due to technical difficulties encountered during the webinar some language recordings may be incomplete