Top Ten - Being an Effective QA Manager - Accreditor/Assessor Perspective

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Number Ten: Share

- What you know with others, be a teacher especially to new staff.
- Your experience and insights with other departments, be a go to resource.
- Your time when big problems arise.
- Your leadership, it's contagious!

Number Nine: Obtain

- Management support and commitment (at times given and at times hard earned).
- Resources available and then utilize them efficiently and effectively to meet your objectives.
- The respect and trust of others (only earned).
- A sense of humor ☺, and
- A thick skin.

Number Eight: Learn

- Test methods (read, train, shadow, etc.,).
- TNI standard.
- Regulatory programs' QA (e.g., DoD, DoE, USDA, CLP).
- Regulations (e.g., CWA MUR, SDWA, Hydraulic Fracturing, TACO).
- **How to be a QA Manager** (management should have a training program for being a QA manager). Some get thrown in cold!
- New laboratory technology (instruments, software, hardware).
- How to look critically at the operation for improvements.
- To solve problems and think out of the box!

Number Seven: Include

- Others in decision making.
- Input from others when making say a procedural change or a big decision.
- Other departments perspective when a change or decision impacts heavily on them.
- Mainly, to get buy-in!

Number Six: Communicate

- Between QA, management, operations, IT, sales, project management. All departments are important.
- Keep open lines of communication with laboratory staff to allow working together to meet requirements. Get out of your office!
- QA requirements, just don't tell people what they are, explain them!

Number Five: Utilize

- Quality Assurance metrics and ensure they are measured accurately and used effectively by management.
- Spreadsheets and other software applications.
- Control Charts.
- Customer Complaints (treat them like they are a gift from above).
- Trend Analysis (to look for opportunities).
- Internal Audits (Quality System, SOPs, Data, Ethics). Provides a big bang for the buck!
- Data Mining.

Number Four: Understand

- Laboratory processes (e.g., sample receipt, sample flow, sample prep, data review, generating the final report to client).
- The corrective action process prior to release of data and after the data has been released to the client.
- Root cause analysis.
- How regulatory changes impact on the laboratory.
- Different elements of the management system and know how they interrelate.
- Client requirements!

Number Three: Be able

- To multi-task and to keep all tasks moving in the right direction.
- To work with laboratory staff to ensure clients needs are met.
- To be a problem solver, whether as an individual or on a team.
- Accept your mistakes, learn from them and move forward.
- To delegate, where appropriate.
- Perform root cause analysis (YES, I said it again).
- To be a change agent for your organization (be the catalyst, facilitate, but be able to evaluate the risk change may bring about to the organization)!

Number Two: Evaluate

- Compliance
- Compliance
- Compliance

Number One Item: Maintain

- QA Records (complete, accurate, traceable and retrievable)!
- A smile while doing 1-10! ☺