








Conference Programme

Time	Speaker/ Facilitator	Topic and abstract
07:00-08:30	Registration at Softline Conference Centre Woodmead	
08:30-08:45	Opening Session & Welcome Roy Ramphal Chairman of SASQ to Welcome delegates and explain proceedings	
08:45-09:25	 <p>Hazel Aggett (Elaine Bowers, Hollis Miles, Kerrin Begg) Hazel Aggett is employed by the National Health Laboratory Service and has over twenty years experience in the field of molecular medicine and Haematology. She is a Fellow of the Society of Medical Laboratory Technologists of South Africa and is a member of the scientific working group of the Society of Medical Laboratory Technologists. Hazel has a Master of Science in Medicine and is the NHLS flow cytometry CD4 Proficiency Testing Scheme manager</p>	<p>Accreditation of the National Health Laboratory Service (NHLS) CD4 Proficiency Testing Scheme: from conception to reality</p> <p>Introduction</p> <p>Pathology laboratory services are a key component to all high quality health care systems. Within the context of HIV/AIDS, it is vital that quality laboratory services are available to ensure that diagnosis and monitoring of treatment is both accurate and precise. Proficiency Testing Schemes are used in to monitor the commutability of results in fields as diverse as medical, food, beverages, soil, water, environmental, pharmaceutical and consumer safety. The NHLS CD4 Proficiency Testing Scheme monitors the accuracy and precision of CD4 testing within medical pathology laboratories. Participation in this scheme provides laboratories with an index of performance in comparison to their peers, and confirmation of their ability to generate accurate and reliable results</p>
09:25-09:30	Question & Answer Session	
09:30-10:10	 <p>Ellen Ratsou I am currently a full time student doing research, towards M Tech Operations Management. I have worked as a Laboratory Technician at a petroleum company for two years. My main responsibilities were inspection and testing of raw materials, in process inspection and testing and final inspection and testing. I then worked as a Laboratory Technician at a mining company for a year. My main responsibilities were the same as above, just different processes and products. I started as a Laboratory Technician at a drilling fluids manufacturing company and then moved on to the position of a QA/HSE Manager. My responsibilities included managing the certified Quality Assurance system and non certified Health, Safety and Environmental systems. That included overseeing the performance of a production linked Quality Control laboratory.</p>	<p>The impact of quality systems on the operational performance of laboratories</p> <p>Nowadays organizations and laboratories are implementing quality assurance systems. Some organizations or laboratories don't just implement quality assurance programs; they go a step further to certify or accredit their systems. But based on the literature consulted, there seems to be a lack of evidence regarding the benefits, if any, of these systems on the operational performance of testing laboratories in South Africa. There are both in-house and commercial laboratories listed on the Accreditation Body database that are accredited to ISO 17025 and some are compliant to OECD GLP. This lead to questions: Are laboratory quality assurance systems just buzzwords in industry at the moment, or do they have an impact on the operational performance of the laboratories? Are there real benefits in implementing quality assurance systems in laboratories?</p>
10:10-10:15	Question & Answer Session	
10:15-10:30	Tea/ Coffee	

10:30-11:10	 <p>Dr Shalini Singh is currently a senior lecturer at the Durban University of Technology. She has lectured at the University of Basle (Switzerland), Berufskademi in Loerrach (Germany) and Berufskademi in Ravensburg (Germany). Co-lectured to exchange students from University of Beijing. She is also employed as a moderator, examiner and supervisor in a number of universities in South Africa and is a member of the Higher Education Quality Forum for Quality. Shalini is involved in supervising Master's and Doctoral research at her university. Published poster and publications for World Congress on Environmental Health 2004, International Business and Economics Discussion Papers (2009) and presented in Quality related conferences nationally and internationally. She is currently co-author of an international textbook on Work-integrated learning. Current research-enhancing postgraduate research and the perceptions of ISO 9001.</p>	<p style="text-align: center;">Perceptions of Quality Management Systems in Laboratories</p> <p>The usefulness of quality management systems has always been underestimated. This is especially evident with quality management systems such as ISO 9001 and ISO 17025. This study aims to establish the effectiveness of laboratory accreditation. The objectives were: to determine challenges, perceptions, and attitudes of employees and management from laboratories to these management systems. This investigation used both the qualitative and quantitative methods of research.</p>
Question & Answer Session		
11:10-11:15 11:15-11:55	 <p>Sarah Cohen Mrs. Sarah S. Cohen has qualifications in Medical Technology (Witwatersrand) and Laboratory Management (Pretoria). She has worked in the diagnostic medical laboratory environment for 20 years. She commenced as a student technologist and attained the position of Technologist in charge for Microbiology. The latter has entailed supervision and training of technicians and technologists in Bacteriology, Parasitology, Mycology and Mycobacteriology. For the past nine years she has been laboratory and quality manager of a virology medical research laboratory. She has been involved in the accreditation and auditing of laboratories to ISO17025 and 15189. She has audited clinical sites and laboratories involved in vaccine trial work. She has presented oral and poster presentations at conferences and meetings both locally and abroad. Topics covered have included safety and quality management, accreditation, TB and HIV research work. She is currently working on her MTech Operations Management at the University of JHB. Her supervisor is Mr. R Ramphal</p>	<p style="text-align: center;">Is ISO15189:2007 suitable for use in accreditation and quality management of medical research laboratories?</p> <p><u>Introduction:</u> Accreditation allows people to make an informed decision when selecting a laboratory. It demonstrates competence, impartiality and capability. Most South African medical laboratories are accredited or aim to be accredited to ISO15189:2007. Research laboratories are using ISO15189 as there is currently no standard available to assess medical laboratories performing research and diagnostic activities in the same institution. Non-medical research laboratories utilize ISO17025:1999 which is specific for testing and calibration laboratories. Are these standards suitable for their purpose?</p>
Question & Answer Session		
11:55-12:00 12:00-12:25	<p>Christinah Leballo is Senior Manager for Testing, Certification and BBBEE stream. She joined SANAS in 2003 as a lead assessor for Testing and Medical programmes. In 2004, she was promoted to Programme Manager for GLP, GCP, Veterinary, Pharmaceutical and Blood Transfusion Services programmes. She was promoted to Senior Manager position in 2006. She is OECD GLP Working Group Member and IAF MLA Committee Member</p>	<p style="text-align: center;">What is accreditation and how does one obtain it in South Africa</p> <p>There is confusion with regard to various areas of accreditation and certification. Accreditation is a procedure by which an Accreditation Body gives formal recognition that a body or person is competent to carry out specific tasks. Its goal is to provide an independent assessment on the competence of an organisation to perform tasks against a schedule of accreditation. Certification is a procedure by which a third party (Certification Body) gives written assurance that a product, process, service, management system conforms to specified requirements.</p>
Question & Answer Session		
12:25-12:30 12:30-12:55	 <p>Roy Ramphal Currently the National President of the South African Society for Quality (SASQ), and Chairman of SAATCA board and has been recently appointed to serve on the Editorial Board of the Management Today magazine, and as an advisory panel member for Marcus Evans</p>	<p style="text-align: center;">The New South African Society for Quality - What the future holds.</p> <p>Members and prospective members of SASQ as an organisation will gain insight into the revised strategy and business plan which aims to highlight the benefits of membership in keeping with the organisation's history to increase the broader awareness of the importance of quality as a strategic survival tool for South African Industries and commerce.</p>
Question & Answer Session		
Finger Lunch and Networking Opportunity		
14:00-14:30 Conference Feedback, Evaluation and Closing		