

Available Training Programmes under HKTIC

12 **Laboratory Performance Improvement - Management Skills and Tools for Improving Customer Satisfaction and Productivity**

This course is suitable for Managers and Supervisors.

This one-day course focuses on improving laboratory performance in customer satisfaction and productivity in a sustainable manner. Aware of it or not, your laboratory may have lifted customer satisfaction at the expense of profits or boosted productivity at the expense of staff turnover and service quality. However, these tradeoffs are not necessarily inexpugnable. This course stimulates participants to pursue performance improvement by critically reviewing the status quo of their laboratory operations and tactically applying the management skills and tools that have been proven effective across all industries. It analyzes laboratories from the business perspective and does not adhere to a particular quality management system. Nonetheless, fulfillment of the relevant ISO/IEC 17025 / HOKLAS requirements is covered. On completion of this course, participants shall be equipped to design and manage performance improvement activities and projects and identify their relevance to ISO/IEC 17025 / HOKLAS requirements.

This course is designed and delivered by an experienced laboratory management professional who has advanced training in business administration, information technology and statistics. He has nearly ten years of experience in laboratory operations, in which at least five years are with a HOKLAS accredited laboratory.