

Time	Topic	Objective
10:00 AM	Welcome	Review Week 1, set tone for Quality mindset
10:15 AM	Lab Errors & Their Impact	Identify types of lab errors and how they affect results
11:00 AM	Case Study: Error in Real Life	Analyze real-life lab error case
11:45 AM	Break	-
12:00 PM	Non-punitive Error Reporting & ISO Intro	Promote quality culture, introduce ISO 15189 basics
12:45 PM	RCA Exercise	Practice simple RCA technique in groups
1:30 PM	Q&A + Certification Distribution	Final clarifications