

Day 3: Error Prevention & Quality Monitoring

Session	Topic	Objectives	Method
Session 1	Rejection Criteria & Corrective Actions	- Understand rejection criteria per department-SOP for documentation and escalation	Discussion + Policy Review
Session 2	Monitoring Pre-analytical Quality Indicators and LJ Chart Interpretation.	- Identify key indicators (e.g. redraw rate, delay TATs) - Role of audits and interpret LJ Charts	Lecture + QA Team Insight
Session 3	Post-Test & Practical Competency Assessment	- Assess understanding of specimen workflows	Written + Practical Test
Wrap-Up & Feedback	Summary & Certificate Distribution	- Review module takeaways - Collect feedback	Open Forum + Forms