Ideal Science

Establishing an Laboratory Culture of Quality

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“Culture”

“cultura animi”, Cicero

cultivation of the soul or mind
What is “Organizational” Culture?

It ....

- is an expression of the employee’s behavior and the meanings attached to their actions.
- defines the characteristic features associated with the quality of the work product.
- is how an organization is viewed or perceived both internally and externally.
Organizational Culture

- Affects how employees interact
  - with each other
  - with leadership/management
  - with customers and stakeholders

- Reflective of mission, vision and values

- Fostered by management
Definition: Quality

ISO 9000:2000

- Degree to which a set of inherent characteristics fulfills requirements

Oxford Dictionary

- the degree of excellence

Joseph M. Juran

- “Fitness for use”
Culture of Quality

- The degree of excellence defining the characteristic features of and associated with the laboratory’s work product
Establishing and Maintaining a Culture of Quality

is essential for an organization to be:

- Productive
- Successful
- Effective
- Efficient
Establish a Shared Value System

Mission: why do we exist?

Vision: where do we want to be?

Goals: how do we get there?

Quality policy & quality objectives
Integrate and Foster a Kaizen Mindset

- Change for the best
- Continuous improvement
ISO/IEC 17025:2005

- Foundation for establishing a Laboratory Culture of Quality

Ideal Science Lab Culture of Quality

ISO/IEC 17025:2005
ISO/IEC 17025:2005

- Provides management and technical standards that
  - Assist with establishing a shared value system and
  - Promotes a continuous improvement philosophy
ISO/IEC 17025:2005
Primary Categories of Organizational Culture

- Strategy
- Structure
- Management
- Competence
- Communication
- Customers
Strategy and Structure

- **Strategy**
  - Mission and vision
  - Goals and objectives
  - Scope of activities

- **Structure**
  - Position descriptions
  - Organization chart
  - Define roles and responsibilities
Management and Competence

- **Management**
  - Responsibilities, system approach, decision making, leadership
  - Section 4 – management requirements

- **Competence**
  - Training, education, knowledge, skills, experience
  - Section 5 – technical requirements
Communication and Customers

- Communication
  - Internal and external
  - Reports

- Customers
  - Mentioned 69 times
  - Requirements
  - Feedback
ISO/IEC 17025:2005

All six categories integrate:

- Continual improvement
- Ethos
- Pathos
- Logos
- Effectiveness
ETHOS

- Greek (ἔθος) word meaning
  - Morals, or showing moral character
  - Principles, fundamental values or guiding beliefs particular to a specific person or people
  - Ethics, credibility, integrity
PATHOS

- Greek (πάθος) word meaning
  - A quality, as of an experience, that arouses feelings of sympathy
  - Any strong feeling, passion or compassion
  - Appealing to emotion or feelings
LOGOS

- Greek (λόγος) word meaning
  - Principle of order and knowledge
  - Logical arguments or reasoning
  - Intellect or Competence
Demonstrate Effectiveness

- Degree to which goals and objectives are achieved
  - Worth or efficacy

- Determined by leadership

- Defined by mission, goals, and objectives
Quality Mindset

- There is a difference between meeting the requirement and being effective.
Assess Effectiveness

- Results drive continual improvement process
- ISO/IEC 17025 4.10 - Improvement
  - “The laboratory shall continually improve the effectiveness of its management system.......”
“ISOS” Culture of Quality

ISO/IEC 17025:2005

Plan
Do
Check
Act
Goal: Culture of Quality

- Conformance
- Competence
- Effectiveness
The Value of a Culture of Quality

- Clear understanding of mission, vision, goals and objectives
- Management and leadership structure and support
- System and process approach
- Commitment on all levels through involvement of people
- Customer focus
- Continuous improvement mindset
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