

# Exercise: what do mean when we talk about quality?

10 minutes



# Question

Everybody agrees that we must  
have “quality” but ...

what does “quality” mean?



**SIA OHSPProf**

7am via Twitter Web Client



"It's good to remain hydrated at a rest stop - take your pick" John Culvenor provides some laughs at #SIAMelb15





# Consider different points of view

- Doctor
- Nurse
- Patient
- Laboratory technician
- Donor
- Hospital manager
- Etc...



- Inspector: What would convince you as to the quality of the centre?
- Centre: How would you expect to demonstrate quality to an external visitor?

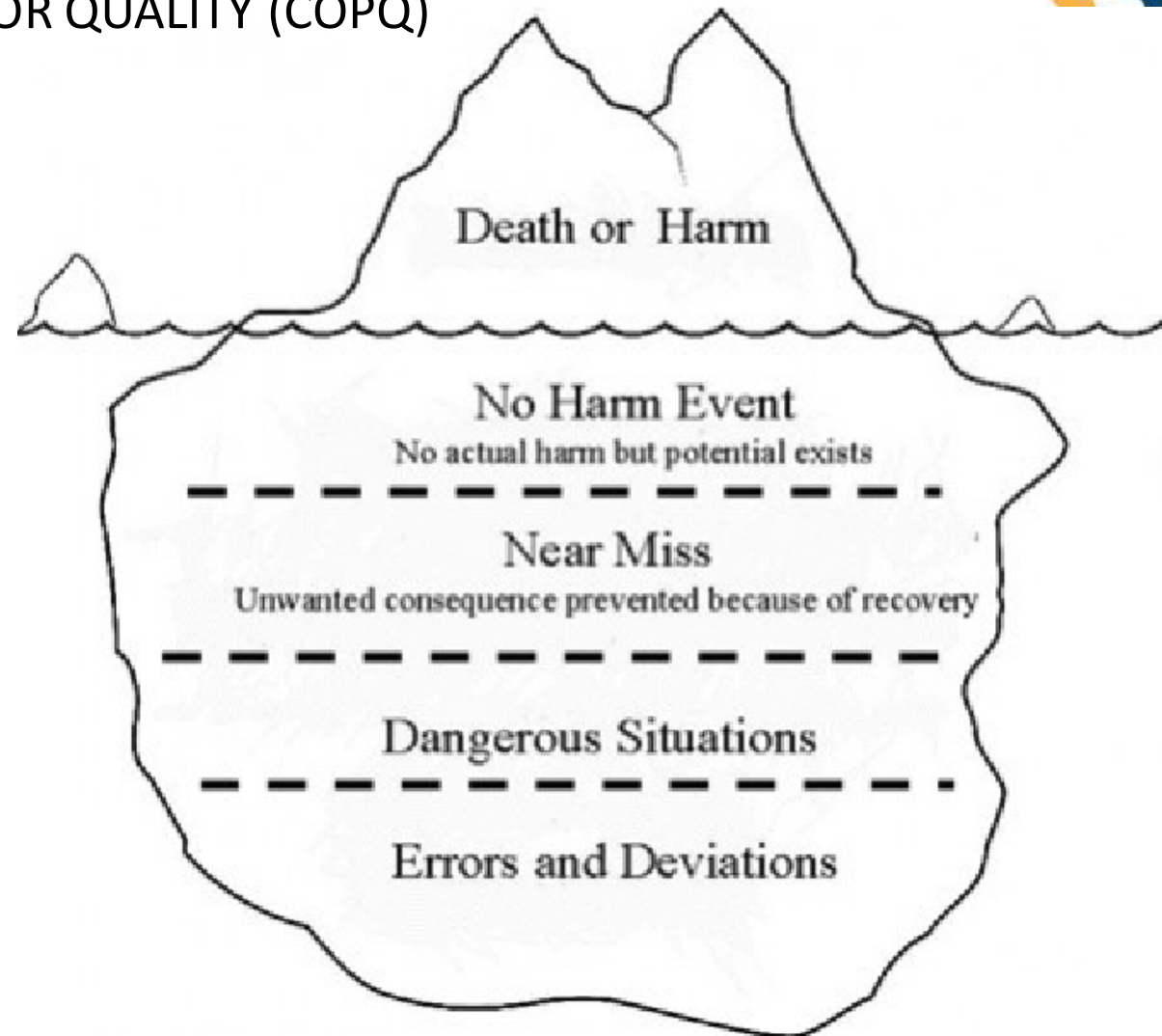
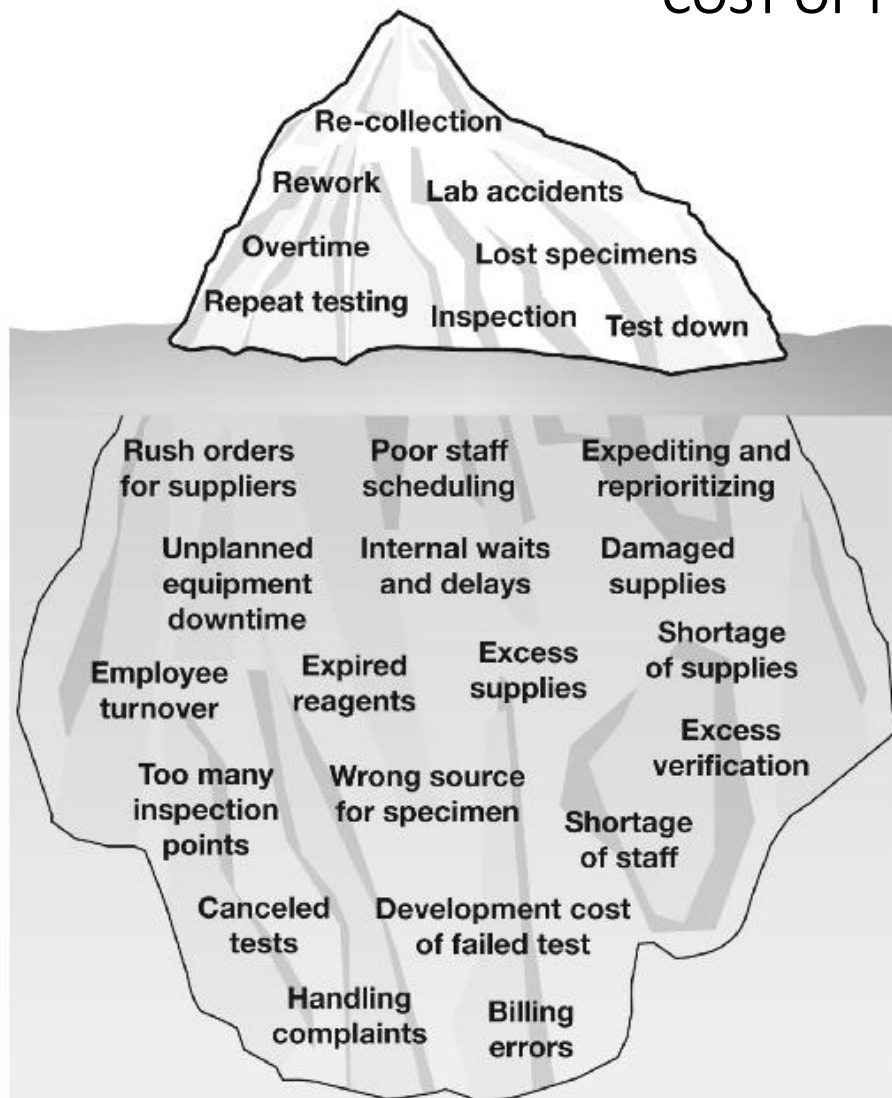


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## COST OF POOR QUALITY (COPQ)



<http://ajcp.ascpjournals.org/content/138/3/347/F4.expansion.html>

<http://www.taproot.com/archives/date/2010/07/page/2>



- What can happen before and after the inspection

