

## Workshop topics

- Instrument management - monitoring calibration and servicing
- Standards and reagent management
- Document management - how does the security and control of documents comply with NATA requirements
- Managing customer requests, recording correspondence, chain of custody, notifications
- Management of corrective actions processes, complaints, failed QC testing, continual improvements and internal audits
- Staff training management
- Analysis competency - proficiency, audits and calculations
- Data storage and record integrity