



LABORATORY QUALITY
Seasonal School 2025

— FEBRUARY 04 – 05, 2025 —

Elevating Excellence:
**Practical Strategies for
Communication, Competency,
and Quality Management**

2-DAY LIVE VIRTUAL EVENT PROSPECTUS

LabVine[™]

Welcome to LQSS 2025

Welcome to the Laboratory Quality Seasonal School (LQSS) 2025, an exciting two-day virtual event taking place February 4-5, 2025. The theme for this year “**Elevating Excellence: Practical Strategies for Communication, Competency, and Quality Management**” will be the cornerstone of our discussions.

In today's fast-evolving laboratory landscape, ensuring consistent quality and maintaining excellence is crucial. The LQSS 2025 is designed to equip laboratory professionals with the essential tools and practical strategies to elevate communication, competency, and quality management within their teams and institutions.

This two-day program delves into both foundational and advanced practices, providing actionable insights to foster a culture of quality, enhance skills through competency assessments, and navigate the complexities of quality standards and regulations.

With a focus on real-world challenges and innovative solutions, this event will help laboratories improve their quality frameworks, advocate for resources, and sustain excellence even in resource-constrained environments. Participants will engage in interactive sessions that encourage problem-solving and continuous improvement, empowering them to drive quality excellence in their organizations.

Whether a laboratory manager, quality officer, or technical specialist, this seasonal school offers a unique opportunity to learn, network, and elevate laboratory quality management processes.



Daily sessions start at **13:00 UTC** and end at **16:00 UTC**.



Daily sessions will consist of **two 40 minute speaker slots**, each covering a different topic based on the day's theme.



A **keynote speaker** will address each day, leading with a 30 minute slot, kicking off the day's proceedings.



Knowledge sharing and transfer will happen through **interactive, facilitated sessions** delivered **virtually**.



This is an **international sponsored event** and is **free of charge**.

We have included an overview of the course content and provisional program. Delegates can look forward to the below educational benefits and outcomes:

- ✓ 6 Contact Hours - American Society for Clinical Laboratory Science (PACE)
- ✓ Free LabVine Membership
- ✓ Valuable Insights
- ✓ Accredited Certificate of Attendance

Good luck and enjoy the program.

Wilhelm Boshoff
Founder & Managing Director
at LabVine Learning



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EVENT SPEAKERS' TOPICS AND ABSTRACTS

DAY 1:

Foundations of Quality Excellence

KEYNOTE ADDRESS



Building a Culture of Quality Excellence in Clinical Laboratories

By Dr. Chakravarthy Narasimhachar Srinivas

Kauvery Hospitals

Achieving quality excellence in clinical laboratories requires cultivating a culture where quality permeates every aspect of processes, personnel, and productivity. This presentation explores the critical components of quality excellence, including data analytics, decision-driven continuous improvement, innovation, and customer satisfaction. It emphasizes the importance of leadership, quality management, and effective strategies to overcome challenges and achieve this vision.

Key topics include the foundational elements of quality excellence, common challenges, and strategies for fostering a sustainable culture of quality through change management and maintaining momentum. Attendees will gain insights into implementing a structured roadmap, utilizing assessment tools, and adopting best practices that prioritize patient-centered outcomes. Real-world case studies will highlight practical applications and illustrate measurable benefits for laboratories and their stakeholders.

This session is designed to provide actionable strategies and tools to help laboratory professionals transform their operations, achieve quality benchmarks, and deliver exceptional value to patients. Join us to learn how to embed quality excellence into the DNA of your laboratory.

SPEAKER 01



The Human Side of Quality: Building Engaged Laboratory Teams for Sustainable Excellence

By Dr. Zaid Naima

Lab Voice Media

While technological advancements and standardized procedures are crucial in laboratory quality systems, the human element remains decisive in achieving sustained excellence. This presentation explores evidence-based strategies for building and maintaining highly engaged laboratory teams, consistently delivering superior quality outcomes. Drawing from real-world implementations, including those achieving a 15% improvement in patient satisfaction scores and a 10% increase in staff retention, we examine how laboratories can create a resilient quality culture through strategic employee engagement, effective communication, and meaningful recognition programs.

Attendees will learn how to transition from compliance-driven to commitment-driven quality management by implementing structured recognition initiatives and empowering quality champions. Practical insights will showcase how targeted communication strategies bridge the gap between technical standards and human motivation, enabling laboratories to meet regulatory requirements while nurturing an engaged workforce.

Through case studies of cultural transformation across diverse laboratory settings, this session provides actionable frameworks for measuring engagement, tracking cultural shifts, and demonstrating the return on investment (ROI) of prioritizing the human side of quality management. Attendees will leave equipped with practical tools to build sustainable excellence by leveraging their most valuable asset: their people.



EVENT SPEAKERS' TOPICS AND ABSTRACTS

DAY 1:

Foundations of Quality Excellence

SPEAKER 02



The Role of Quality Improvement in Clinical Trial Laboratories

By Sarah Cohen

Independent Consultant

Quality improvement in clinical trial laboratories is pivotal for generating accurate and reliable test results, directly impacting patient outcomes and research integrity. Laboratory practice errors can compromise clinical trial credibility, emphasizing the critical need for continual enhancement of laboratory services.

Quality has been characterized as “doing the right things for the right people, at the right time and doing them right the first time.”

This presentation explores the essential components of quality improvement, contrasting the roles of quality control and quality assurance. It highlights key aspects such as accreditation, proficiency testing, training and education, and adherence to Standard Operating Procedures (SOPs). The discussion underscores the necessity for precision and accuracy in testing to minimize errors by comparing the quality management requirements of clinical trial laboratories with diagnostic laboratories.

A structured quality assurance system, guided by Good Clinical Laboratory Practice (GCLP), forms the backbone of consistent quality improvement. However, its success relies on the dedicated involvement of management and technical staff. Attendees will gain actionable insights into building robust quality systems that align with international standards, ultimately fostering reliability, credibility, and excellence in clinical trial laboratories.

This session provides practical strategies for achieving high-quality outcomes, ensuring laboratories are equipped to meet the demands of modern clinical research.

"Building reliability, credibility, and excellence: Practical strategies to ensure clinical trial laboratories deliver accurate, high-quality outcomes."



EVENT SPEAKERS' TOPICS AND ABSTRACTS

DAY 2:

Advanced Strategies and Continuous Improvement

🏠 KEYNOTE ADDRESS



Inspiring Quality Excellence in a Monetary-Driven Environment

By Dr. Sambhu Chakraborty

Dr Chakraborty Diagnostic Centre

In a world increasingly focused on financial outcomes, achieving and sustaining quality excellence often takes a backseat to cost-cutting and profit maximization. However, prioritizing quality is not just a moral imperative but a strategic advantage that drives long-term success, customer loyalty, and operational efficiency.

This lecture will delve into the challenges of maintaining quality standards in a monetary-driven environment, where budget constraints and ROI pressures dominate decision-making. It will highlight practical approaches to align quality initiatives with financial objectives, demonstrating how quality excellence can enhance profitability rather than compete with it.

Topics will include strategies for fostering a quality culture, leveraging data-driven decision-making, integrating cost-effective quality improvements, and effectively communicating the value of quality to stakeholders. Real-world examples will illustrate how organizations have successfully navigated this balance, turning quality into a key driver of sustainable growth.

Participants will leave with actionable insights on inspiring teams, influencing leadership, and building systems that prioritize quality while achieving monetary goals, ensuring excellence becomes a cornerstone of their organization's success.

SPEAKER 01



The Experience of Implementing Quality Assurance for Point-of-Care Testing in Malawi

By Chancy Chavula and Christopher Mwase

Valiant Impact Limited

Point-of-care (POC) testing has transformed access to timely, cost-effective diagnostics, particularly in resource-limited settings. However, ensuring quality in POC testing is critical to maintaining trust in diagnostic outcomes. This presentation explores two case studies from Malawi that highlight the implementation of quality assurance (QA) measures for POC testing.

In the first case, a nationwide External Quality Assessment (EQA) program was introduced for HIV Early Infant Diagnosis (EID). Following an in-country verification of regulatory approvals, new POC EID devices were piloted, dramatically reducing turnaround times from 56 days to under one day. Subsequently, the program scaled to 25 sites under the Ministry of Health (MOH), with comprehensive training and biannual EQA panels. Initial pass rates of 72% improved to 100% through mentorship and corrective actions.

The second case addresses challenges posed by the COVID-19 pandemic, which strained conventional laboratory capacity. POC testing was rapidly deployed to decentralize diagnostics, but concerns about quality prompted the development of a QA curriculum and monitoring tool. These resources covered testing protocols, supply chain management, quality control, and data management. Training healthcare workers across cadres created a sustainable



EVENT SPEAKERS' TOPICS AND ABSTRACTS

DAY 2:

Advanced Strategies and Continuous Improvement

network of master trainers.

These cases underscore that effective QA implementation for POC testing is feasible with regulatory validation, robust training, EQA enrolment, real-time quality monitoring, and government leadership. Lessons learned offer a blueprint for scaling access to diagnostics while maintaining high-quality standards.

“Quality assurance for point-of-care testing can transform healthcare delivery in resource-limited settings.”

SPEAKER 02



The Paradigm Shift in Clinical Laboratory Quality Assurance

By Bill Donohue

CarePoint Solutions Inc.

Diagnostic errors have become systemic in our healthcare delivery systems resulting in needless harm to patients and compromising the efficiency, effectiveness, and outcomes of entire healthcare systems. Given that diagnostic test results inform the majority of medical decisions, and given their outsized impact, improving diagnostic accuracy represents one of the most impactful investments a healthcare organization can make.

This presentation explores the evolving landscape of diagnostic error reduction, emphasizing the shift toward risk management strategies as underscored by the latest ISO 15189 revisions. It will address the history and sources of diagnostic errors within laboratory processes, identify proven methods to mitigate these errors and highlight emerging technological solutions designed to enhance accuracy and streamline ISO 15189 compliance.

Attendees will gain insights into the prevalence and implications of diagnostic errors, the critical role of laboratory results in healthcare delivery, and cutting-edge innovations shaping diagnostic quality. As a value-added benefit, each participant will receive complimentary access to Pro-QCP™, a state-of-the-art software solution that simplifies ISO 15189 compliance and supports regulatory adherence.

This session equips laboratory professionals with practical strategies and tools to reduce diagnostic errors, improve patient outcomes, and align with global quality standards.

Your Organizer and Host



Hanine van Deventer

Chief Executive Officer at LabVine

Hanine brings over 16 years of experience as a professional engineer, managing large-scale infrastructure projects. Renowned for her adept management of multidisciplinary projects, Hanine champions excellence through performance-driven initiatives.

Her proactive approach to change has positioned her as a leader in implementing innovative systems. Since 2020, she has steered LabVine towards unprecedented success, offering unparalleled support to laboratories globally. Under her leadership, LabVine has become synonymous with innovation and collaboration, providing comprehensive training programs and fostering dynamic partnerships.

Her dedication to driving continuous improvement sets the standard for laboratory management, ensuring a brighter and more innovative future for the industry.

VIEW ON LINKEDIN

<https://www.linkedin.com/in/hanine-van-deventer-944a0b84/>



Joy-Mari Buys

Digital Account Manager and Laboratory Professional

Joy-Mari is a dedicated laboratory professional and holds a master's degree in Medical Cell Biology from the University of Cape Town. Her extensive experience in laboratory science has provided her with a deep understanding of the field. In 2020, she joined the LabVine team and transitioned into the role of Digital Account Manager, where she plays a key role in curating and disseminating valuable insights from global experts in laboratory science, making advanced laboratory knowledge accessible to an international audience. As part of a dynamic team, she has contributed to reaching over 17,000 members, delivering unique and valuable content focused on the professional development of laboratory professionals.

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<https://www.linkedin.com/in/joy-mari-buys-00a223a4/>



Speaker Bios

DAY 1



Dr. Chakravarthy Narasimhachar Srinivas

Kauvery Hospitals | MD (Pathology), DNB, MNAMS, FCAP, PhD



Dr. Srinivas is a globally recognized expert in laboratory medicine with over 31 years of experience spanning pathology, transplantation immunology, and molecular diagnostics. As Group Director of Laboratory Medicine at Kauvery Hospitals, he has revolutionized lab operations across 12 Tamil Nadu and Karnataka units.

Known as the "Father of Urine Automation" in India, Dr. Srinivas pioneered the adoption of advanced technologies like flow cytometry and fully automated urine analysis. He has played a pivotal role in establishing state-of-the-art laboratories, introducing Six Sigma practices, and fostering competency development in healthcare professionals.

An ISO 15189 assessor, CAP-LAP inspector, and WHO-certified trainer, Dr. Srinivas is also a sought-after mentor and speaker with 40 international publications and faculty roles at global conferences. His work exemplifies excellence in quality management, innovation, and clinical laboratory integration.

Date: February 04, 2025

Time: 13:15 - 13:45 UTC

Address: Building a Culture of Quality Excellence in Clinical Laboratories

[VIEW ON LINKEDIN](#)

<https://www.linkedin.com/in/prof-dr-srinivas-chakravarthy-n-md-dnb-phd-fcap-09218212/>



Dr. Zaid Naima

Lab Voice Media

Zaid Naima is an accomplished healthcare administrator and laboratory operations expert with a proven track record in implementing transformative quality management systems. As a Technical Consultant based in San Francisco, he has extensive experience in laboratory operations, automation, and project management within biotech and healthcare.

As Sr. Director of Testing Laboratory Operations at Care Dx, Dr. Naima reduced lab operating costs by 20% while improving quality metrics through strategic platform consolidation. His leadership at Eurofins and the University of Kansas Medical Center demonstrated his ability to drive significant improvements in laboratory operations, including a 15% rise in patient satisfaction scores and a 20% reduction in medical errors through strategic initiatives.

Dr. Naima holds a Doctor of Healthcare Sciences from Walden University, is Project Management Professional (PMP) certified, has a Diplomate in Laboratory Management (DLM), and has ASCP Molecular Biology and Lean Six Sigma credentials. His expertise includes strategic planning, quality improvement, and regulatory compliance, making him adept at integrating service lines, driving revenue growth, and elevating quality standards in laboratory operations.

Date: February 04, 2025

Time: 13:55 - 14:35 UTC

Address: The Human Side of Quality: Building Engaged Laboratory Teams for Sustainable Excellence

[VIEW ON LINKEDIN](#)

<https://www.linkedin.com/in/zaid-n-7b6583190/>



Speaker Bios

DAY 1



Sarah Cohen

Independent Consultant

Independent Consultant in the Laboratory and Healthcare industry.

Ms. Cohen has over 30 years' experience in laboratory testing and research, specializing in IVDs and clinical trials. She liaises various stakeholders with regards to the MedTech Industry, emphasis being IVDs, and is solutions driven to assist the industry to navigate regulatory requirements, product importation, tenders, validation and health technology assessment.

Her passion is training, lecturing, and mentoring of clinical trial and laboratory personnel as well as upskilling the next generation of pharmaceutical sciences students for the MedTech industry. She is a member of the Medical Devices Professionals Group, South African Clinical Trials Association and Executive officer of SALDA

Education:

She obtained her Bachelors degree in Laboratory Management (Pretoria), Masters in Operations Management (Johannesburg) and MBA (Australia)

Date: February 04, 2025

Time: 14:45 - 15:25 UTC

Address: The Role of Quality Improvement in Clinical Trial Laboratories

[VIEW ON LINKEDIN](#)

<https://www.linkedin.com/in/sarah-cohen-928abb17/>



Speaker Bios

DAY 2



Dr. Sambhu Chakraborty

Dr Chakraborty Diagnostic Centre

Dr. Sambhu Chakraborty is a renowned leader in laboratory medicine and healthcare quality management. With a Doctorate in Laboratory Medicine Quality Management, he introduced laboratory quality and healthcare accreditation practices in Eastern India. As an internationally recognized authority on Good Clinical Laboratory Practice (GCLP) and laboratory test validation, Dr. Chakraborty has supported organizations globally in achieving accreditations such as JCI, CAP, NABL/ISO 15189, and NABH.

He founded the Institute of Applied Quality Management and IAQM Consultants Pvt Ltd, alongside the GOODLAB-branded Dr. Chakraborty Diagnostic Centre in Kolkata and a calibration lab, Measure and Precision Engineers. His roles include serving on the GCLP Advisory Committee of the Indian Council of Medical Research and promoting ISO 15189 accreditation in Bangladesh. A skilled quality coach, he conducts training on ISO standards and is committed to fostering excellence in healthcare and laboratory quality worldwide.

Date: February 05, 2025**Time:** 13:15 - 13:45 UTC**Address:** Inspiring Quality Excellence in a Monetary-Driven Environment

VIEW ON LINKEDIN

<https://www.linkedin.com/in/dr-sambhu-chakraborty-3251a526/>

Chancy Chavula

Valiant Impact Limited

He holds a BSc in Laboratory Technology from the Kamuzu University of Health Sciences and an MPhil in Applied Science (Environmental Health and Sanitation) from the Malawi University of Business and Applied Sciences. He also holds an MSc in Emergency Medicine (Emerging Infectious Diseases) from the University of Cape Town. He is the Technical Director of Valiant Impact Limited, a global health consultancy firm based in Malawi. He has 13 years of experience validating and scaling up point-of-care (POC) technologies for screening and diagnosing diseases. He has conducted system-strengthening activities supporting the laboratory quality management system for the Ministry of Health (MOH) in Malawi. He has conducted research on the evaluation of computer-aided diagnostics for COVID-19, diagnostic network optimization, national diagnostics situation analysis, and the development of the national essential diagnostics list for Malawi. He is determined to improve the quality of POC testing in Africa.

Date: February 05, 2025**Time:** 13:55 - 14:35 UTC**Address:** The Experience of Implementing Quality Assurance for Point-of-Care Testing in Malawi

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<https://www.linkedin.com/in/chancy-chavula-1bb601177/>



Speaker Bios

DAY 2



Christopher Mwase

Valiant Impact Limited

He holds a BSc in Environmental Health (Public Health) from the Malawi University of Business and Applied Sciences and an MSc in Health Informatics from the University of Leeds. He is the Managing Director of Valiant Impact Limited, a global health consultancy firm based in Malawi. He has over 13 years of experience strengthening clinical laboratory systems for the Malawi Ministry of Health (MOH), focusing on quality assurance, staff training, and supply chain management for point-of-care (POC) tests. He has advocated for scaling POC technologies with major global health donors like UNITAID and PEPFAR. Additionally, he has been involved in implementation research, evaluating various POC testing technologies. He is an ardent advocate of timely, accessible, and high-quality POC testing.

Date: February 05, 2025**Time:** 13:55 - 14:35 UTC**Address:** The Experience of Implementing Quality Assurance for Point-of-Care Testing in Malawi

VIEW ON LINKEDIN

<https://www.linkedin.com/in/christopher-mwase/>

Bill Donohue

CarePoint Solutions Inc.

Bill Donohue has championed quality control products and services in clinical diagnostics for over 40 years and is passionate about improving diagnostic accuracy.

Bill is the President/CEO and founder of CarePoint Solutions, a company leading in the battle vs. diagnostic errors. CarePoint is commercializing a first-of-its-kind Quality Management Utility, www.Pro-QCP.com, leveraging expert guidance, machine learning, and advanced risk mitigation strategies to enable lab managers to streamline regulatory compliance and design more effective quality control plans.

Bill is a 36+ year member of the ADLM (formerly AACC), and his company hosts the POCT Listserv, one of the most active online diagnostics forums, with 3000 active participants. <https://pocet.groupsie.com/> Bill has a master's degree in human physiology from Georgetown Medical School and, as a serial entrepreneur, has launched several successful diagnostic companies, including AccuTest Proficiency Test Services, Eurotrol US, and Bionostics/RNA Medical.

Date: February 05, 2025**Time:** 14:45 - 15:25 UTC**Address:** The Paradigm Shift in Clinical Laboratory Quality Assurance

VIEW ON LINKEDIN

<https://www.linkedin.com/in/williamdonohue/>



Preliminary Program Outline

February 04 - 05, 2025

FOUNDATIONS OF QUALITY EXCELLENCE

ADVANCED STRATEGIES AND CONTINUOUS IMPROVEMENT

TIME (UTC)	TUESDAY	WEDNESDAY
13:00- 13:10	OPENING SHOW	OPENING SHOW
13:10- 13:15	WELCOMING BY LABVINE	WELCOMING BY LABVINE
13:15 - 13:45	Building a Culture of Quality Excellence in Clinical Laboratories Keynote Speaker: Dr. Chakravarthy Narasimhachar Srinivas from Kauvery Hospitals	Inspiring Quality Excellence in a Monetary-Driven Environment Keynote Speaker: Dr. Sambhu Chakraborty
13:45 - 13:55	BREAK	BREAK
13:55 - 14:35	The Human Side of Quality: Building Engaged Laboratory Teams for Sustainable Excellence Speaker: Dr. Zaid Naima from Lab Voice Media	The Experience of Implementing Quality Assurance for Point-of-Care Testing in Malawi. Speaker: Chancy Chavula and Christopher Mwase from Valiant Impact Limited
14:35 - 14:45	BREAK	BREAK
14:45 - 15:25	The Role of Quality Improvement in Clinical Trial Laboratories Speaker: Sarah Cohen, Independent Consultant	The Paradigm Shift in Clinical Laboratory Quality Assurance Speaker: Bill Donohue from CarePoint Solutions Inc.
15:25 - 15:55	Q&A	Q&A
15:55 - 16:00	REFLECTION AND CLOSURE	REFLECTION AND CLOSURE

** This program is subject to change without prior notice.*

LQSS 2025 is an international, sponsored event, and attendance is free of charge. Delegates attending the entire event will receive a Certificate of Attendance. Contact us for more information.

LabVine™
POWER of PROCESS

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Date: February 04-05, 2025
Time: 13:00 – 16:00 UTC Daily
Duration: 2 Days
Hosted By: [LabVine](https://www.labvine.com)
Location: Virtual Zoom Event

Attend, Present or become a **Sponsor** at the LQSS 2025.

 **FREE Registration**



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