

# The Laboratory Management Online (LMO) Course

Developed by

**POWER** *of* **PROCESS**



**LabVine**™

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COURSE:

# LAB MANAGEMENT

ONLINE

## Course purpose

Laboratory Management Online is a 10-week laboratory management course that will provide you with comprehensive conceptual knowledge and the practical skills needed to become a Laboratory Manager. This course empowers staff with a technical background to transition into a leadership position.



### 5 Chapters

Containing 45 modules



### Time to dedicate

20 - 60 mins per lesson



### Duration

10 weeks

## Course duration and format

- Self-paced eLearning that takes the average learner 8 to 10 weeks to complete.
- The term "online" refers to pre-recorded, on-demand eLearning content. Contact us for classroom, virtual, or blended alternatives.



## Course content

The Laboratory Management Online course covers the following topics:

1. Managing Operations and Processes
2. Managing Teams
3. Leadership and Change Management
4. Managing Finances
5. Managing Quality

## Requisites to earn the certificate

Individuals will receive a certificate of achievement on successful completion of all the chapters. Each module is assessed, and the learner must score at least 80% per assessment to obtain the certificate. Learners can take the assessments multiple times to achieve the minimum score or higher.

## Special requirements

Must be proficient in using a computer and MS Office. A stable internet connection is required.

## Fees, deadlines, cancellation and refund policies

Please contact us for our policy.

## Accreditations

- ✓ **30 CEUs**  
Level 1 Society of Medical Laboratory Technology of South Africa (SMLTSA)
- ✓ **30 CPD Credits**  
The Royal College of Pathologists (RCPATH)
- ✓ **20 Contact Hours**  
American Society for Clinical Laboratory Science (PACE)



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## Commercial support disclosure

The Laboratory Management Online course is a product of Power of Process (Pty) Ltd.

## Inferences

By enrolling in this course, learners will gain valuable insights into developing the essential management capabilities necessary to effectively oversee a laboratory and drive improvements in both quality and profitability.

The Laboratory Management Online course focuses on cultivating the skills required for individuals to actively contribute to laboratory management. It covers a wide range of topics, from practical knowledge in key management areas to developing crucial soft skills that empower learners to make confident decisions in a laboratory setting.

One of the primary objectives of this course is to equip participants with the tools to manage performance improvement effectively. Through the application of proven management techniques, learners will learn how to significantly impact the quality of laboratory operations and the bottom line.

This comprehensive certificate course spans five chapters and is exclusively designed for non-supervisory laboratory staff. The curriculum is thoughtfully structured to facilitate practical implementation and features innovative approaches to enhance learning outcomes.

## Course scope

The Laboratory Management Online course addresses the following knowledge areas:

- Understand the management of laboratory operations and processes.
- Understand how to manage teams in a laboratory.
- Have the ability to create a productive work environment with a basic understanding of leadership and change management.
- Have the ability to control costs and understand financial management.
- Understand the management of quality assurance in a laboratory.



**“I am grateful for the opportunity to undertake this course. It is very practical and has helped me with a lot of strategies and tools to manage my team and continue to improve management of my laboratory.”**

*- Justine Masamba, Laboratory Manager  
Microbiology Tygerberg, NHLS*

## GET YOUR COPY EBOOK AND PAPERBACK FORMAT AVAILABLE

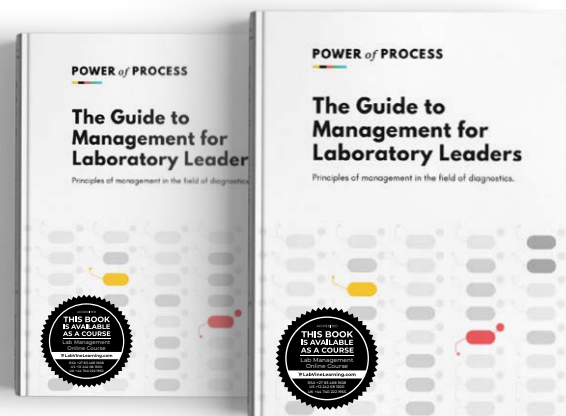
This course has a textbook available for separate purchase. Purchasing the textbook is not compulsory, and the course can be completed without the textbook.

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# 1

## CHAPTER 1

### Managing Operations and Processes

Laboratory managers need to understand what the laboratory is trying to achieve. This means developing a clear vision of how the laboratory should help the organization to achieve its long-term goals. It includes translating the organization's goals into implications for the laboratory's performance objectives: quality, speed, dependability, flexibility and cost. This chapter provides a critical understanding of laboratory operations and processes, contextualizing these within a laboratory's business strategy to realize performance objectives.

- Module 1: Understanding Strategy
- Module 2: Strategy Creation: 3-Step Process
- Module 3: Strategy Development Tools: PESTEL
- Module 4: Strategy Development Tools: SWOT Analysis
- Module 5: Strategy Development Tools: Porter's 5 Forces
- Module 6: Understanding The Laboratory Process
- Module 7: Laboratory Design Process
- Module 8: Laboratory Planning and Control: Part 1
- Module 9: Laboratory Planning and Control: Part 2
- Module 10: Operational Improvement: Improvement Models
- Module 11: Operational Improvement Model: Six Sigma
- Module 12: Objective Setting and Organization of Work: Planning Part 1
- Module 13: Objective Setting and Organization of Work: Planning Part 2
- Module 14: Objective Setting and Organization of Work: Delegation
- Module 15: Objective Setting and Organization of Work: Supervision

# 2

## CHAPTER 2

### Managing Teams in the Laboratory

Managing a group of people requires specific skills and competencies. There are general guidelines for keeping team members motivated and working effectively, regardless of the size of your team. These range from communication and feedback to setting specific rules and standards of behavior.

- Module 1: Performance Management
- Module 2: Getting a Team Together
- Module 3: Building an Effective Team
- Module 4: Sustaining an Effective Team
- Module 5: Group Dynamics

# 3

## CHAPTER 3

### Leadership and Change Management

This chapter describes the skills and competencies involved in leading a group of people, creating a vision, and setting direction for the laboratory. The ability to lead a team effectively is not automatically obtained in line with seniority, but is a learned skill. As laboratory leaders seek to manage employees effectively through technology, process, organizational or regulatory changes, it is important to understand how change affects human behavior and engagement. Developing strategic skills for leading and implementing change is also covered.

- Module 1: Leadership Characteristics
- Module 2: Toxic Leadership
- Module 3: Key Concepts and Types of Change

# 4

## CHAPTER 4 Managing Finances

The financial performance of a laboratory ultimately determines the sustainability of its operations. Every stakeholder is responsible for adding value to the organization's bottom line. To do this, an elementary understanding of financial management and related financial statements is a minimum requirement. Upon completing this chapter, the reader will be able to interpret and report on their laboratory's financials, as well as plan for its future profitability.

- Module 1: Introduction to Finance Management
- Module 2: Finance Statements: Balance Sheet
- Module 3: Finance Statements: Cash Flow Statement
- Module 4: Finance Statements: Income Statement
- Module 5: Finance Budgets
- Module 6: Controlling Costs
- Module 7: Making Financial Decisions

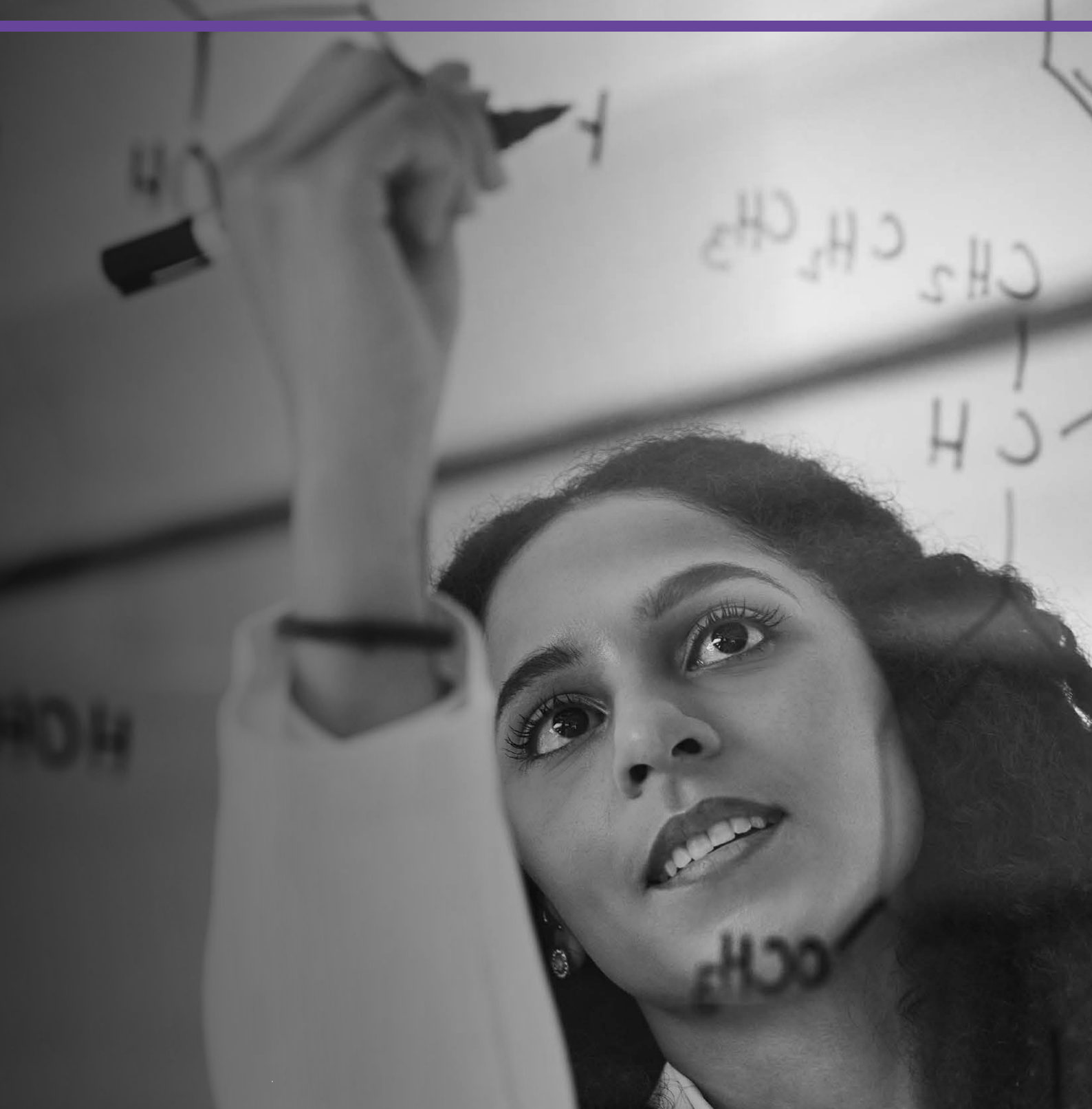
# 5

## CHAPTER 5 Managing Quality in the Laboratory

Quality is a product of laboratory operations. Laboratories invest enormous amounts of money to fuel and drive their operational processes. Cost-effective and qualitative management is therefore crucial. A well-functioning quality management system encapsulates various elements: from relevant documentation to support laboratory processes and equipment and inventory management, to controlling analytical processes and continuous improvement tools. This chapter focuses on these elements among others, with consideration of ISO 15189, and provides a holistic view of how to address these factors in achieving the laboratory's performance objectives.

- Module 1: Laboratory Safety and Work Areas
- Module 2: Laboratory Quality Assurance
- Module 3: Analytical Process Control: Pre-analytical Management Elements
- Module 4: Inventory Management
- Module 5: Analytical Process Control: Selection and Implementation of Laboratory Equipment
- Module 6: Analytical Process Control: Method Selection and Evaluation
- Module 7: Document Control Management
- Module 8: Continuous Improvement: Tools and Models
- Module 9: Continuous Improvement: LEAN
- Module 10: Continuous Improvement: Quality Indicators
- Module 11: Occurrence Management: Managing Occurrences
- Module 12: Occurrence Management: Risk Management
- Module 13: Customer Service





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