



ISBER Educational Webinar Information

Adding Value to Your Organization with Standards

DATE: August 27, 2015

TITLE: Adding Value to Your Organization with Standards

WEBINAR SUMMARY & OBJECTIVES:

Today's world demands speed, efficiency, accuracy and reliability. All of this within the confines of limited funding and management expectations of continuous improvement. Standards can help achieve these objectives. This presentation will discuss the different types of standards available and how they can be implemented. Having a team of qualified, trained and competent staff, supported by documented policies and procedures is the first step towards adding value to an organization through quality management systems.

Objectives:

- **Discussion of how standards can impact operational efficiency, customer satisfaction, safety and staff performance.**
- **Risk management**
- **Use of voluntary and mandatory standards**
- **Types of standards**
- **Roles and responsibilities for successful implementation**

PRESENTER:

Sheila Woodcock, ART, MBA, FCSMLS(D)

Sheila Woodcock is the founder of QSE Consulting Inc, a firm filling a niche market relating to quality, standards and education. She is widely recognized as a quality management specialist, based on many years experience in health care, education, professional regulation and consulting. Professionally, she volunteers for Canadian Standards Association (CSA), Standards Council of Canada and heads the Canadian delegations to both the ISO /TC212 Clinical Laboratory Testing



and In Vitro Diagnostic Test Systems and the new ISO/TC276 Biotechnology. Projects have taken her across Canada, to the Middle East, Japan, Malaysia, China and several African countries. At home in Lunenburg NS, Sheila is a keen community volunteer for many local organizations, festivals and events.