



Follow the Yellow Brick Road to Quality Management

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To achieve success and reach your goals in Quality Management you need to ensure that your QA manager and QA team are made of the right stuff.



First, put Boots on the Ground

– spend time in the labs learning their processes; understand the methods and regulations; perform internal audits that include observing processes as they are performed; put yourself in their shoes (both of your lab and your regulators)



Have Two Hands for give and take

– compromise is essential, not everything is black and white there are times when you can give in a little from your initial stance and still be compliant



Develop a Thick Skin and Strong Shoulders

– lab staff may need to vent to you, don't take it personally



Strong Backbone

- there are times when you do need to hold firm and stay strong



Have Eyes in the back of your head and Ears always open

– always be on the lookout for what is happening in your lab and listen to what everyone has to say from the bench on up to the president/CEO



Open your Heart and Mind

– be understanding to your clients and employees but also use your brain to know when there are critical lines that cannot be crossed, ultimately this reduces the liability for all concerned



All in all think Wizard of Oz

– pulling together brains, heart, and courage will ensure that you can find your way down the sometimes treacherous yellow brick road and reach your ultimate goals



Questions/Comments??

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