

Top 10 Suggestions on Being a Better QA Officer from the Lab Staff Perspective

Shari Pfalmer
ESC Lab Sciences



...Green Technology through
Innovation



The Lab Staff's Top 10

10. Be available to offer or coordinate training as requested by lab personnel/management.
9. General understanding of how each instrument in the laboratory operates.
8. Assertiveness – Speak with knowledge on the subject. Do not question your decisions in front of lab personnel or they will lose confidence in your ability. It is OK to say you need to research a subject if you don't know the answer.



The Lab Staff's Top 10

7. Organizational Skills – A must for any QA Officer. You will need to be able get to any information or documentation required by lab personnel or assessor.

6. Employee contentment: Happy employees care about the company and quality of work they do.

- Company surveys
- Training opportunities
- Competitions



The Lab Staff's Top 10

5. Knowledge on how each department within the laboratory works from start to finish.
4. Get into the lab on a regular basis. Be a presence in the lab on a normal day instead of someone who only shows up when something is wrong.
3. Communication skills – be able to communicate both face to face and via email with lab personnel. Knowing the reason why something has to be done is just as important as the fact that it needs to be done. Helping lab personnel understand the why is necessary for a laboratory to function together.



The Lab Staff's Top 10

2. Knowledge of policies and regulations – federal, state and company. This is just as important for company policies as federal and state. This can help in providing insight and knowledge about why we do the things the way we do.

1. Knowledge of the methods that the laboratory performs. It has been suggested that a QA Officer take time to sit with lab staff and learn the laboratory process. This can give both the lab staff and QA ideas where improvements can be made, how productions can be streamlined without losing quality.

