

ASCLS Region X

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Lean in the Clinical Laboratory

Gerald Harmon, MT (ASCP)

Microbiology Manager

Quest Diagnostics Incorporated



I. Introduction

- A. My Introduction
- B. Quest Diagnostics History

II What is Lean?

- A. 5 Key Lean Principles
 1. Specify values in the eyes of the customer
 2. Identify and eliminate wastes
 3. Make value flow at the pull of the customer
 4. Involve and empower the employees
 5. Continuous Improvement in pursuit of perfection

III. Six Sigma

- A. Definition
- B. Business Results
- C. Three Different Levels
 1. As a Metric
 2. As a Methodology (DMAIC)
 3. As a Measurement System
- D. Why Six Sigma?
- E. Principles of Six Sigma
 1. Customer Driven
 2. Process Oriented
 3. Perform Error-Free work

4. Decide Based on Facts & Data
5. Continuously Improve

IV. 5S

- A. Elements of 5S
 1. Sort
 2. Straighten
 3. Shine
 4. Standardize
 5. Sustain
- B. Why 5S?
- C. 5S Examples

V. Six Sigma Lean In Action

- A. Positivity Rate Improvement
- B. Vitek 2 Integration
- C. Aerobic Culture TAT Improvement

VI. Final Comments

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