

# Documenting your lab quality system



## COURSE OUTLINE

### **It's not done until it's documented.**

From reports to memos to a full quality manual, we've all had to write documents.

But do you know how to write a **good** document that's fit for purpose and easily understood? And do you know why documentation is so critical to lab processes?

This course will show you how to:

- write policies, processes and procedures (and explain the difference)
- keep the audience in focus when writing your documents
- communicate effectively and clearly
- produce good quality documents.

You'll learn:

- why good writing is important
- how to produce good documents and make them readable and actionable
- when pedantry has its place – and how to handle reviewers who want things written 'their way'
- when to use technical language vs the 'local lingo'.

**PLUS** you can bring your own examples, have them critiqued by the trainer and other participants and if necessary, receive support to re-draft them.

### **Why choose our course?**

We regularly work in and with labs and other technical organisations and understand what their needs are. But we've also acted as auditors which means that we know their mindset and what they expect to see.

***We've seen documentation from both sides of the table which means that you benefit from our experiences!***

**If you would prefer to keep these discussions within your lab, we completely understand. Let's run this session as an in-house course instead!**

Just email [info@masmanagementsystems.com.au](mailto:info@masmanagementsystems.com.au) and we'll be in touch to discuss dates and details.

## COURSE REQUIREMENTS

This course will be conducted online so you'll need a device with reliable internet connection and a distraction free area for learning.

A headset can be useful to keep your focus on training and since we'll be using the Zoom platform a webcam will help with interaction.

*And the most important thing to bring along is an open mind and a willingness to learn and share!*

## FOLLOW UP

**One of the most valuable features of our courses is the *follow up session*.**

A couple of weeks after the training, Maree will be in touch with participants to check in on their progress and run through solutions to any issues they may have experienced.

**This is a huge value-add to our clients who appreciate not being left high and dry!**

## FEEDBACK

We're always pleased to receive feedback on our training and have been delighted to have received only positive feedback from past participants:

*"A great opportunity for learning with others - highly interactive and extremely useful"*

*"A very instructive day" (Lab Manager)*

*"Thanks Maree for running a very useful workshop that is very relevant at the moment"*  
(Quality Coordinator)

*Our NATA assessment went perfectly - we couldn't have done it without the training!"*

**Find out for yourself!**

For more information about this course phone Maree on 0411 540 709 or email us at [info@masmanagementsystems.com.au](mailto:info@masmanagementsystems.com.au)