Lab Manager ACADEMY

CERTIFICATE & COURSE PROSPECTUS

EMPOWERING LAB LEADERS WITH CRITICAL SKILLS FOR SUCCESS

The Lab Manager Academy offers a diverse range of courses designed to cater to the needs of current and aspiring lab managers, lab safety managers, and lab quality managers. Our online curriculum allows you to select individual courses, pursue stream-level credentials, or commit to a comprehensive certificate program, all aimed at enhancing your proficiency in leadership, safety, and quality management.

Whether you're currently in a role as a lab manager, safety officer, quality manager, lab supervisor, scientist, or technician, or you're working towards one of these positions, our certificate programs are designed for you. They will equip you with the knowledge, skills, and attitudes (KSAs) necessary to oversee laboratory environments that are not only safer, more secure, and compliant, but also exceptionally productive.

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WHAT IS LAB MANAGER ACADEMY?

The courses offered by the Lab Manager Academy deliver vital expertise and training to those in lab management, safety management, and quality management positions, or those aspiring to these roles in the lab. Within our online training program, you have the flexibility to select individual courses, opt for course bundles organized into streams, or embark on a comprehensive Lab Management, Lab Safety Management, or Lab Quality Management certification. These programs are meticulously designed to refine your existing leadership, safety, and quality management competencies. After completing one of our certificates, you will be well prepared to assume a new management position or to excel in your current role.

ACCREDITATION

Lab Manager Academy is accredited by the International Accreditors for Continuing Education and Training (IACET) and offers IACET CEUs (Continuing Education Units) for its learning events that comply with the ANSI/IACET Continuing Education and Training Standard. IACET is recognized internationally as a standard development organization and accrediting body that promotes quality continuing education and training.

LEARN FROM WORLD-CLASS INSTRUCTORS

The Academy content is developed and delivered by highly experienced lab management professionals. Each lead instructor is an expert in the field with many years of experience in the area of their courses. Learners will benefit directly from the real-world experience of the instructors.

Scott Hanton, PhD

Scott Hanton is the editorial director at *Lab Manager* and the leader of the Lab Manager Academy. He spent 30 years working in industrial chemistry labs, with 20 years as a lab manager. He had roles of general manager, laboratory operations manager, and chief scientist for Intertek Allentown. Previously, he had roles of research scientist, laboratory supervisor, and section manager at Air Products & Chemicals. Through these different roles, Scott developed expertise in polymer mass spectrometry, analytical characterization, people leadership, and business management. He earned a BS in Chemistry from Michigan State University and a PhD in Physical Chemistry from the University of Wisconsin-Madison. Scott is an active member of ACS, ASMS, and ALMA.

Jonathan Klane, M.S.Ed, CIH, CSP, CHMM, CIT

Jonathan Klane is the leader of the Lab Safety Management Certificate. Jon possesses 35 years of professional experience in environmental, health, safety, and risk (EHSR). Jon was safety director for two colleges of engineering with hundreds of labs doing a wide variety of research. He consulted for many years to private industry, government, non-profits, and higher ed. He also taught EHSR at two colleges and was a management faculty member in an MBA and HR master's program. Jon's master's is in adult education and learning and he is a PhD candidate in Human and Social Dimensions of Science and Technology at Arizona State University.

Tracy Durnan, MBA

Tracy Durnan has led an impressive career as a researcher and administrator in her thirty years working in the field of biomedical research. Tracy served as the Senior Manager of Facilities Operations and Laboratory Support at the Sylvester Comprehensive Cancer Center for 15 years. In 2017, she received the Sylvester Stars Award from the Sylvester Comprehensive Cancer Center, which recognizes excellence in research administrative staff. Tracy had the unique distinction of receiving nominations for the Sylvester Stars award from more faculty members than any previous recipient. In her role, Tracy led the onboarding of new research labs and significant process improvement efforts in both the research and hospital operations at Sylvester. Tracy has led over a dozen major renovation projects, improving the working environment for hundreds of employees. Tracy is also an expert in disaster preparedness; she published an article in *Lab Manager* Magazine on the topic of disaster preparedness in September 2018 and has presented talks on the topic at national conventions. Finally, she recently received certification in Diversity, Equity and Inclusion.

Before joining the Sylvester Research Administration team, Tracy was the Research Laboratory Coordinator of one of the largest labs at MD Anderson Cancer Center in Houston, TX for four years.

Tracy has also worked in laboratory leadership roles at institutions such as NASA and the University of Colorado Medical Center.

Tracy holds a Bachelor degree in biology from Colorado State University and an MBA in health sector policy and administration from the University of Miami.

Dan Zuccarello, MBA

Dan Zuccarello currently serves as principal consultant for RBF Consulting Group, LLC located in Hightstown New Jersey. During his 40+ year career in industry, Dan has established and managed pharmaceutical, food, and petrochemical laboratories. Currently he provides consultation services for subject matters such as: computer system validation, elemental impurities, extractables and leachables (EL), ICH stability, expiry dating, product development (R&D), quality management systems, safety, and waste management. He has published and presented several papers on extractables and leachables and elemental impurities. He holds a BA degree from the University of Delaware and an MBA from Rutgers Graduate School of Business–Camden New Jersey.

LAB MANAGER ACADEMY SUCCESS STORIES

Johnny Farnen

Laboratory Manager
College of Science & Technology
Bellevue University, Nebraska

What Lab Manager Academy taught me

The day after I completed the program, we had a personnel issue in which I had to include our administrators, advisors, and sports staff. I was able to use my new management skills from the Academy in a real-life situation and come up with an appropriate course of action. Prior to completing the Lab Manager Academy Certification, I was worrying constantly as I take any injuries personally and it is my responsibility to prevent them. Now with this management training my worries can ease a bit! The biggest danger is complacency—it's vital to engage in continuous improvement and learning. Both the Lab Management and Lab Safety Management certificates add to my CV. Thank you, Scott, and Lab Manager Academy!

Ching Goh

Technical Officer
Australia

The Certificate program has been a great asset

I started the program last January when Lab Manager Academy first launched. Scott was quite good at running the program and emphasized what areas should be focused on. Professional development is an important aspect within my career, so the Certificate program has been a great asset. As Scott teaches, people need a pathway to promotion. It is beneficial to give employees new responsibilities, e.g., budget, analysis, etc., from the next role up on the ladder. Then when opportunity presents itself, they can draw on their experiences.

Ashley Wolfe

Laboratory Assistant Manager / Quality Assurance
Laboratory Services, Water Department, City of Arlington, Texas

Lab Manager Academy helped me get a new role!

Here's the ending to our story. Our lab analyzes city drinking water and we do so much testing that we're seeing growth based on service demand. Several months ago we created a new position, assistant manager / QA specialist—and it's open to internal candidates. Through the Lab Manager Academy, I've improved my skills, developed myself, and added to my resume. I wanted to be the most qualified for the role. This has been wonderful training and development to prepare me for advancement. Scott provided a good outline of steps to take to improve oneself as a manager and leader. And yes, I absolutely got the promotion just two weeks ago! I am now the assistant manager. Thanks Scott and Lab Manager Academy!

LAB MANAGEMENT CERTIFICATE

WHAT CAN YOU EXPECT FROM THE CERTIFICATE?

From onboarding to metrics and productivity, the Lab Management Certificate (LMC) will provide you with all of the leadership and managerial skills that you need as a prolific laboratory manager.

From objectives, performance, onboarding, and succession planning to decision-making, lab quality, lab safety, and conflict management, LMC has it all. If you're a current or aspiring lab manager, this certificate will help you contribute to your lab's successful operations while heightening your job satisfaction and presenting new career opportunities.

Throughout each of the 20 courses, you'll find real-life examples and activities that are truly relevant to your work and applicable to all lab environments. Our lead instructor, Scott Hanton, PhD, has spent 30 years working in industrial chemistry labs with 20 years as a lab manager. He has expertly crafted each course to equip learners for growth and success in lab leadership.

Earn an official certificate delivered by an IACET-accredited organization. Plus, benefit from live office hours with our world-class lead instructor and enjoy lifetime access to course updates and revisions.

Unlock the skills and frameworks you need to succeed within the world of laboratory leadership with our fully comprehensive certificate.

WHAT IS INCLUDED IN THE LAB MANAGEMENT CERTIFICATE?

Comprehensive Training

Covers a wide range of topics pertinent to successful lab management, from leadership fundamentals to lab quality and safety.

Relevant Materials

Designed specifically for aspiring, new, and seasoned lab managers. All content, examples, and activities are relevant to the lab environment.

Experienced Instructors

Developed and delivered by highly accomplished lab management professionals, rooting the program in real-world experience.

Intuitive eLearning Design

Delivered through comprehensive eLearning, including informative slides, audio lectures, interactive elements, activities, handouts, and quizzes.

Competitive Tuition

Exceptional, high-valued instruction and supplementary course materials at an accessible price point for you and your colleagues.

Live Office Hours

Live office hours through video conferencing once a month with lead instructor Scott Hanton, to get the most out of your experience.

- Official certification
- IACET-accredited organization
- 20 online courses
- 4 learning streams
- 2 CEUs
- 20+ hours of learning
- Lifetime access to updates
- 100% self-paced
- Live office hours
- Backed by 30+ years of experience

Certificate Streams & Course Catalog

HOW TO IMPROVE LAB MANAGEMENT
- Change Management
- Making Difficult Decisions for the Lab
- Networking and Influence
- Making Data-Driven Decisions
- Negotiating Win/Win

HOW TO MANAGE LAB STAFF
- Lab Leadership Basics
- Performance and Reviews
- Roles, Responsibilities, and Objectives
- Recruiting, Hiring, and Onboarding
- Skills Planning and Succession Planning

HOW TO IMPROVE LAB OPERATIONS
- Lab Safety
- Lab Quality
- Asset Management
- Metrics and Productivity
- Effectively Advocating for the Lab

HOW TO BE A BETTER LAB LEADER
- Employee Engagement and Well-Being
- Conflict Management and Resolution
- Positive Communication
- Understanding Personality Types
- Creating an Environment of Success

Earn the full Lab Management Certificate by completing all 20 courses

FULL CERTIFICATE

LAB MANAGEMENT CERTIFICATE

ONLINE

Overview

The Lab Manager Certificate program will provide the leadership and management skills needed by existing and potential lab managers.

Learning Methods

The program contains 20 self-paced, online courses. Each online course contains a lecture video, supporting slides, activities to practice the skills, interactive elements, and a short quiz at the end.

Curriculum

The curriculum covers all four different streams of leadership and management skills.
- How to Improve Lab Management
- How to Manage Lab Staff
- How to Improve Lab Operations
- How to Be a Better Lab Leader

Prerequisites

Each course is a stand-alone class with no required prerequisites. The courses can be taken in any order.

Tuition Fees

$1,599 USD

Certificate Duration
4–6 weeks on average

4 Lab Management Streams
each stream has 5 courses

Course Study Time
each course is 60–75 mins

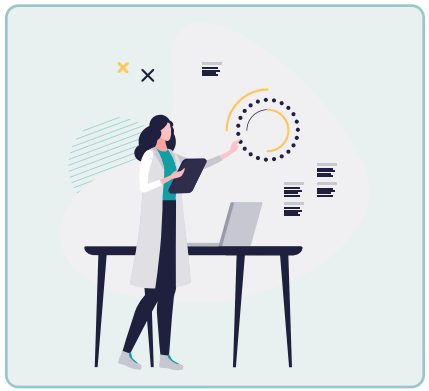
Earn CEUs
the full Lab Management Certificate is 2 CEUs

LAB MANAGEMENT STREAMS

Lab managers need a range of leadership and management skills to be effective in their roles. Specific lab management streams can be completed in lab leadership, lab management, lab operations, and people management. Each stream consists of five self-paced online courses, which contain a lecture video, supporting slides, activities to practice the skills, interactive elements, and a short quiz at the end. Each stream will benefit existing and potential lab managers. Completion of a set of five courses will earn a stream credential.

Learners can earn individual stream credentials based on specific learning goals or complete all four streams to earn the full Lab Management Certificate

How to Improve Lab Management



How to Manage Lab Staff

How to Improve Lab Operations

How to Be a Better Lab Leader

Certificate Streams & Course Catalog

Earn the full Lab Management Certificate by completing all 20 courses

STREAM CREDENTIAL

HOW TO IMPROVE LAB MANAGEMENT

ONLINE

Overview

Managing a lab involves a wide range of decisions, many of which have a significant impact on the people and mission of the lab. The first two courses of this stream focus on the process of making difficult decisions, and how to introduce data-driven decision-making processes into the lab. The Change Management course will help lab managers embrace an effective change process and address questions about convincing people to accept the change, as well as how to sustain important changes for the lab. Other decisions involve other people, so learning to negotiate more effectively in the Negotiating Win/Win course will help lab managers improve their comfort and skill in negotiating and teach them the value of win/win outcomes. Finally, lab managers need to learn how to bring new ideas into the lab and gain support from people over whom they have no authority. The Networking and Influence course will teach improved networking skills and how to win allies and supporters through influence.

Prerequisites

Each course is a stand-alone class with no required prerequisites. The courses can be taken in any order.

Tuition Fees

$449 USD

Time to Achieve Credential

4–6 weeks on average

Course Study Time

each course is 60–75 mins

Earn CEUs

each stream credential is 0.5 CEUs

Certificate Streams & Course Catalog

HOW TO IMPROVE LAB MANAGEMENT
- Change Management
- Making Difficult Decisions for the Lab
- Networking and Influence
- Making Data-Driven Decisions
- Negotiating Win/Win

HOW TO MANAGE LAB STAFF
- Lab Leadership Basics
- Performance and Reviews
- Roles, Responsibilities, and Objectives
- Recruiting, Hiring, and Onboarding
- Skills Planning and Succession Planning

HOW TO IMPROVE LAB OPERATIONS
- Lab Safety
- Lab Quality
- Asset Management
- Metrics and Productivity
- Effectively Advocating for the Lab

HOW TO BE A BETTER LAB LEADER
- Employee Engagement and Well-Being
- Conflict Management and Resolution
- Positive Communication
- Understanding Personality Types
- Creating an Environment of Success

Earn the full Lab Management Certificate by completing all 20 courses

STREAM CREDENTIAL

HOW TO MANAGE LAB STAFF

ONLINE

Overview

People are the key to any lab. What the lab learns and delivers is all due to the people. Lab managers need to develop sufficient leadership skills to enable the staff to be successful. The leadership basics class will provide a foundation of basic leadership skills that will benefit all lab managers. Lab managers also need to learn the skills necessary to bring in the best candidates, train them, develop them for growth within the lab, and retain them. In this curriculum, lab managers will learn how to recruit, hire, and onboard new lab staff, which brings in the talent needed for the lab's success. A key to retaining existing staff is an effective performance management process, which is covered in two classes. One will cover how to develop and execute effective roles and objectives documents to ensure all lab staff understand what is expected of them and to clarify how they contribute to the lab's success. Another will cover evaluating performance and building development plans for staff. Finally, this curriculum ends with a course on succession planning, which will enable the lab manager to preserve the knowledge of the organization, enable the lab to continue to thrive even if key staff leave, and help to develop and grow staff to be ready for greater responsibility in the future.

Prerequisites

Each course is a stand-alone class with no required prerequisites. The courses can be taken in any order.

Tuition Fees

$449 USD

Time to Achieve Credential

4–6 weeks on average

Course Study Time

each course is 60–75 mins

Earn CEUs

each stream credential is 0.5 CEUs

Certificate Streams & Course Catalog

Earn the full Lab Management Certificate by completing all 20 courses

STREAM CREDENTIAL

HOW TO IMPROVE LAB OPERATIONS

ONLINE

Overview

Much of lab management is ensuring that the lab delivers the technical work properly. The first two courses of this stream emphasize the lab manager's role in ensuring that the lab meets its quality and safety responsibilities. The Quality Assurance course will teach lab managers the fundamentals of a lab quality program to ensure accurate output, and the Safety course will ensure the lab manager has the knowledge to create and sustain an effective safety program to keep staff healthy and whole. All labs need the equipment and instruments required to execute the science. The Asset Management course will help lab managers develop effective processes to obtain equipment, keep it running, and when to retire it. The Effectively Advocating For The Lab course will help lab managers differentiate between needs and wants, and improve their process to win support for investment in the lab. Finally, the Metrics and Productivity course will help lab managers use the data within the lab to ensure the operational objectives are met, and to recognize how to improve lab productivity when needed.

Prerequisites

Each course is a stand-alone class with no required prerequisites. The courses can be taken in any order.

Tuition Fees

$449 USD

Time to Achieve Credential

4–6 weeks on average

Course Study Time

each course is 60–75 mins

Earn CEUs

each stream credential is 0.5 CEUs

Certificate Streams & Course Catalog

HOW TO IMPROVE LAB MANAGEMENT
- Change Management
- Making Difficult Decisions for the Lab
- Networking and Influence
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- Negotiating Win/Win

HOW TO MANAGE LAB STAFF
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- Understanding Personality Types
- Creating an Environment of Success

Earn the full Lab Management Certificate by completing all 20 courses

STREAM CREDENTIAL

HOW TO BE A BETTER LAB LEADER

ONLINE

Overview

Strong leadership provides a foundation to build a successful culture for the lab that enables staff to deliver the lab's mission. The Creating an Environment of Success course shows lab managers how to use their leadership skills to ensure that the lab provides a supportive community to drive success. Within this supportive environment, the lab manager needs to provide for the basic needs of the individual staff members. The Employee Engagement course will help lab managers understand the benefits of engagement and how to accomplish it. Since a large portion of leadership is dealing with the people and the issues that can arise between people, the next three courses focus on different aspects of people interactions. The Understanding Personality Types course will demonstrate the range of different healthy personalities, how that diversity is beneficial to the lab, and how to recognize and address issues driven by different perspectives in the lab. The Positive Communication course will teach lab managers the benefits of using positive communication skills to better deliver their messages and build stronger relationships with staff. The Conflict Management and Resolution course will help lab managers identify the sources of conflict and how to address these situations with grace and confidence.

Prerequisites

Each course is a stand-alone class with no required prerequisites. The courses can be taken in any order.

Tuition Fees

$449 USD

Time to Achieve Credential

4–6 weeks on average

Course Study Time

each course is 60–75 mins

Earn CEUs

each stream credential is 0.5 CEUs

INDIVIDUAL COURSES

Our lab management courses provide the specific knowledge that lab managers need to excel in a wide range of management and leadership activities.

Individual lab management courses are a good alternative to the full certificate or stream credentials. They are recommended for experienced lab managers who need a little training in some specific areas.

Each course is available online, containing a lecture video, supporting slides, activities to practice the skills, interactive elements, and a short quiz at the end.

NOTE:

- Each course is also included in full certificate programs and should be purchased as part of a certificate program if your goal is to receive a certification.

Tuition Fees

Individual Courses—you can take any single Lab Management course for $99 USD

100% Self Paced

all courses are online and can be completed at your own pace

Course Study Time

each course is 60–75 mins

Specific Knowledge

ideal for experienced lab managers who need a little training in some specific areas

Earn CEUs

each individual course is 0.1 CEUs earned

LAB MANAGEMENT COURSE CATALOG

HOW TO IMPROVE LAB MANAGEMENT

Change Management

Change is required for all labs. Some changes are easy, and some are hard. It is natural for people to be hesitant and resistant to change. Lab managers can learn effective change management techniques that will create a compelling vision of the future, create a plan to achieve it, execute the plan to realize the benefits, and sustain the change into the future. Nurturing a culture of change and continuous improvement will make future changes easier and more effective.

HOW TO IMPROVE LAB MANAGEMENT

Making Difficult Decisions for the Lab

Lab managers must make a wide variety of decisions. Some decisions are easy, but some decisions can be very difficult. Making difficult decisions requires a disciplined approach, benefits greatly from using the data available, and can be more effective when tackled as a team. This course is intended to provide a series of tips and advice to demonstrate an approach to making decisions, especially difficult ones. It will include some examples that show how the lab manager can approach these difficult decisions and include a few activities to help build skills and practice these approaches.

HOW TO IMPROVE LAB MANAGEMENT

Networking and Influence

Networking is the ability to cultivate a wide range of people that you can help, and who will help you. Networking is not a luxury—it is a vital skill for lab managers to develop and use. Influence is the ability to get work done through people over whom you have no authority. It is driven by trust and dependability. Influence is also a vital skill required to get work done across teams and organizations.

HOW TO IMPROVE LAB MANAGEMENT

Making Data-Driven Decisions

Lab managers need to make a wide variety of decisions. Many of these decisions can be significantly improved by following a data-driven decision-making process. Using data in decisions will help make better decisions, be more objective, and enable more clear communication about the decisions.

HOW TO IMPROVE LAB MANAGEMENT

Negotiating Win/Win

Lab managers need to make a wide range of decisions on many different topics. Some of these decisions will need to be negotiated with staff, customers, and vendors. To build strong, long-term relationships, both sides will need to seek to understand the real needs of the other and negotiate for a win/win outcome.

HOW TO BE A BETTER LAB LEADER

Conflict Management and Resolution

Conflict resolution is a very important skill for lab managers to have because conflict resolution can be difficult and frustrating. Finding the facts and following a data-driven conflict resolution process are behaviors the lab manager can demonstrate to enable better conflict resolution. There is much to be gained with calm, kind, supportive, curious, healthy debate. Finding win/win outcomes can create cooperation out of enmity.

HOW TO BE A BETTER LAB LEADER

Creating an Environment of Success

Many people think that an organization's culture and work environment are fixed. However, lab managers can have a significant impact on creating a more positive culture, and a work environment that can enable success, both for the lab and for the people. Developing an environment for success requires attention to the details that affect the staff, like listening, caring, and learning.

HOW TO BE A BETTER LAB LEADER

Employee Engagement and Well-Being

Enabling staff to thrive improves lab performance. Organizations can contribute to positive staff well-being. Engaged employees significantly outperform other staff in all important categories. Engagement is increased by meeting key staff needs: positive relationships at work, clear expectations, praise and recognition, coaching and feedback, use of strengths, and ongoing development.

HOW TO BE A BETTER LAB LEADER

Positive Communication

Good leaders are almost always good communicators. Communication is vital to effectively receive and share information. Good lab managers realize that listening is the most important communication skill. Developing effective active listening skills is a high priority to be effective as a lab manager. When sharing information, it is important to craft messages to maximize the receiver's ability to understand, process, and act on the information. It is the responsibility of the transmitter to ensure that the message can be properly received. Positive communication can help build stronger relationships.

HOW TO BE A BETTER LAB LEADER

Understanding Personality Types

People have natural preferences in personality styles. These differences in personality can lead to conflict in the lab. Understanding the basics of personality type can help lab managers address the root of many interpersonal conflicts. Bringing personality types into conflict resolution helps educate lab staff about diversity and differences between people. It helps to shift the focus of the conflict resolution to the facts of the situation and away from the individual personalities. Personality types describe preferences, not skills, and should never be used to limit people.

HOW TO IMPROVE LAB OPERATIONS

Effectively Advocating for the Lab

Effectively advocating for the lab is a critical role for the lab manager. Lab managers need to effectively prioritize the various needs, plan a strategy to communicate, advocate, and win some of what the lab needs to be successful, and influence people in the chain of command around approval decisions. To be successful, lab managers need to write effective business cases and be agile to accept feedback from key decision makers.

HOW TO IMPROVE LAB OPERATIONS

Lab Safety

Lab safety is a critical responsibility for all lab managers. Being comfortable with the requirements and elements of lab safety is necessary to generate an effective lab safety program. The lab manager must demonstrate safety by explicitly leading from the front, following the details of the program and working hard to improve the safety performance of the lab.

HOW TO IMPROVE LAB OPERATIONS

Lab Quality

All labs want to deliver high-quality science that meets the requirements of their key stakeholders. Building the appropriate quality management system (QMS) helps the lab meet these goals. The right QMS will improve the lab's document control, documentation of appropriate processes and procedures, consistency, communication, ability to improve, and help keep the staff engaged with quality work.

HOW TO IMPROVE LAB OPERATIONS

Asset Management

Assets are the things the lab uses to create value. Labs have many different kinds of assets. The most important is the people on staff. Lab managers must invest in, effectively use, and protect the lab's assets. Due to competing priorities, lab managers must find the right balance of investments in the assets to meet budget and deliver technical value. There can be a variety of alternatives for obtaining and maintaining the assets required by the lab. These alternatives need to be investigated to find the high-value choices.

HOW TO IMPROVE LAB OPERATIONS

Metrics and Productivity

Building effective metrics enables better setting of goals and targets and a clearer understanding of performance against those targets. Having metrics that are balanced and reinforce one another enables the lab to improve the work processes, deliver for the stakeholders, and grow the organization. Aligning the key metrics with measures of productivity enables the lab manager to focus on the things that matter.

HOW TO MANAGE LAB STAFF

Lab Leadership Basics

Managing a lab is a big responsibility. It requires a significant amount of leadership knowledge and skill. This course will provide a broad introduction to the many leadership skills required of lab managers that they are rarely taught and have to learn through trial and error. Taking this course will enable the lab manager to better recognize which leadership skills are needed and have a firm foundation to apply those skills with confidence.

HOW TO MANAGE LAB STAFF

Performance and Reviews

Providing staff with clear performance feedback and helping them grow and develop is critical to the lab's success. Taking this course will enable the lab manager to design effective performance review conversations, determine key strengths of staff members, and create appropriate development plans to grow high performance and repair poor performance.

HOW TO MANAGE LAB STAFF

Recruiting, Hiring, and Onboarding

Having a talented staff drives all of the success for any lab. Lab managers need to know how to differentiate candidates, conduct effective interviews, onboard new hires efficiently, and provide ongoing training. Taking this course will enable the lab manager to read resumes with greater confidence, conduct meaningful interviews, build an effective onboarding process, and develop training plans that make the best use of budget and resources.

HOW TO MANAGE LAB STAFF

Roles, Responsibilities, and Objectives

Clearly defining what is expected of staff is critical to success. Lab managers need to know how to clearly define both the roles and responsibilities and the key objectives for each member of staff. Taking this course will enable the lab manager to select the most important aspects of a staff member's position, develop effective roles and objectives documents, and identify and integrate SMARTER (Specific, Measurable, Achievable, Reasonable, Timely, Evaluate, Re-negotiate) objectives into individual goals.

HOW TO MANAGE LAB STAFF

Skills Planning and Succession Planning

Determining and preserving the right mix of skills and expertise is vital for the success of the lab. Lab managers need to know how to conduct an effective analysis of the skills and expertise needed for the lab. The skills analysis will also drive investment, training, and hiring decisions. Succession planning is required to plan role and position changes as the staff evolves and changes.

LAB SAFETY MANAGEMENT CERTIFICATE

WHAT CAN YOU EXPECT FROM THE CERTIFICATE?

The Lab Safety Management Certificate (LSMC) will equip you with the essential knowledge, skills, and mindset needed to expertly oversee lab safety. By enrolling in this program, you'll gain a strategic edge that directly benefits you and your career. This is not just about personal development; it's a catalyst for propelling your success.

As you refine your expertise, your ability to navigate lab safety and risk management becomes a valuable asset. You can anticipate a significant positive impact on both your individual career and the overall performance of your organization. With enhanced proficiency, you'll take the lead in creating a secure environment, ensuring compliance with regulations, and effectively mitigating risks.

You'll receive an official certificate from an IACET-accredited organization, have the opportunity for live office hours with our top-tier lead instructor, and enjoy lifetime access to course updates and revisions.

Empower yourself as a lab safety leader with a comprehensive understanding of safety protocols, compliance measures, and risk mitigation strategies. This investment pays off in the form of a safer workplace, an enhanced reputation, and sustained growth. Elevate your safety career trajectory by aligning with this program, where knowledge becomes the key to unlocking your potential for success.

WHAT IS INCLUDED IN THE LAB SAFETY CERTIFICATE?

Competitive Tuition

Benefit from our outstanding instruction and supplementary course materials, all available at a highly competitive price point, ensuring accessibility for both you and your colleagues.

Expert-Led Learning

You will gain insights from a seasoned lab safety professional, accelerating your learning and enabling you to apply proven strategies in real-world scenarios.

Practical Applications

Learn to adeptly translate theoretical concepts into concrete improvements, promoting the creation of safer laboratory environments, streamlined operations, and a decrease in incidents.

Intuitive eLearning Design

Access comprehensive eLearning resources, featuring informative slides, audio lectures, interactive elements, hands-on activities, helpful handouts, and assessments.

Flexible Learning Format

Bid farewell to scheduling constraints, as you can harmonize your studies with your work and personal commitments, allowing continuous professional development without disruption.

Comprehensive Curriculum

Equip yourself with a well-rounded understanding of lab safety, from regulations to risk management, enhancing your ability to tackle complex safety challenges effectively.

- Official certification
- IACET-accredited organization
- 12+ hours of learning
- 100% self-paced
- 1.2 CEU credits
- Lifetime access to updates
- 12 online courses
- Live monthly office hours
- 3 learning streams

Certificate Streams & Course Catalog

TECHNICAL SAFETY TOPICS
- Biosafety and Biosecurity
- Chemical Hygiene
- Physical Hazards
- Radiation Health and Safety

RISK
- Risk Assessing and Characterizing
- Risk Communication and Decision-Making
- Risk Management and Mitigation
- Life Safety

CULTURE OF SAFETY
- Safety Culture
- Managing for Safety and Risk Effectiveness
- Metrics and Key Performance Indicators (KPIs)
- Materials and Substance Tracking

Completing all 12 courses will earn the full Lab Safety Management Certificate.

FULL CERTIFICATE

LAB SAFETY MANAGEMENT CERTIFICATE

ONLINE

Overview

The Lab Safety Management Certificate will provide the knowledge, skills, and attitudes needed to make it easier to manage the safety of your lab(s).

Learning Methods

The program contains 12 self-paced, online courses. Each online course contains a lecture video, supporting slides, activities to practice the skills, interactive elements, and a short quiz at the end.

Curriculum

The curriculum covers all three different streams of safety and management skills.
- Technical Safety Topics
- Risk
- Culture of Safety

Prerequisites

Each course is a stand-alone class with no required prerequisites. The courses can be taken in any order.

Tuition Fees

$949 USD

Certificate Duration
3-5 weeks on average

3 Lab Safety Management Streams
each stream has 4 courses

Course Study Time
each course is 60-75 mins

Earn CEUs
the full Lab Safety Management Certificate is 1.2 CEUs

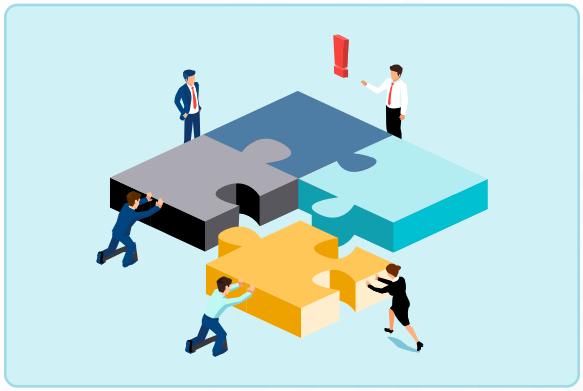
LAB SAFETY MANAGEMENT STREAMS

Lab managers and safety managers need a range of leadership, safety, and management skills to be effective in their roles. Specific lab safety management streams can be completed in technical safety, risk, and safety culture. Each stream consists of four self-paced online courses, which contain a lecture video, supporting slides, activities to practice the skills, interactive elements, and a short quiz at the end. Each stream will benefit existing and potential lab managers and safety managers. Completion of a set of four courses will earn a stream credential.

Learners can earn individual stream credentials based on specific learning goals or complete all three streams to earn the full Lab Safety Management Certificate

Technical Safety Topics

Risk



Culture of Safety

Certificate Streams & Course Catalog

Completing all 12 courses will earn the full Lab Safety Management Certificate.

STREAM CREDENTIAL

TECHNICAL SAFETY TOPICS

ONLINE

Overview

This series of courses addresses four critical technical aspects of lab safety, including Biosafety and Biosecurity, covering safety considerations both inside and outside labs for Biosafety Levels (BSL) and risk groups 1-4; Chemical Hygiene, encompassing the management of flammable, corrosive, oxidative, reactive, asphyxiant, and toxic substances; Physical Hazards, which entail electro-mechanical risks, noise/vibration issues, ergonomics, temperature-related concerns, and slip/trip/fall prevention; and Radiation Health and Safety, covering both ionizing and nonionizing radiation hazards.

Each of these technical domains represents extensive areas of potential learning, and the courses are meticulously designed to empower lab safety managers and others with the knowledge, skills, and attitudes (KSAs) needed to make informed risk decisions within these specific realms.

Prerequisites

Each course is a stand-alone class with no required prerequisites. The courses can be taken in any order.

Tuition Fees

$349 USD

Credential Duration

1-1.5 weeks on average

Course Study Time

each course is 60-75 mins

Earn CEUs

each stream credential is 0.4 CEUs

Certificate Streams & Course Catalog

TECHNICAL SAFETY TOPICS
- Biosafety and Biosecurity
- Chemical Hygiene
- Physical Hazards
- Radiation Health and Safety

RISK
- Risk Assessing and Characterizing
- Risk Communication and Decision-Making
- Risk Management and Mitigation
- Life Safety

CULTURE OF SAFETY
- Safety Culture
- Managing for Safety and Risk Effectiveness
- Metrics and Key Performance Indicators (KPIs)
- Materials and Substance Tracking

Completing all 12 courses will earn the full Lab Safety Management Certificate.

STREAM CREDENTIAL

RISK

ONLINE

Overview

This stream delves into four pivotal aspects of risk management: Risk Assessment and Characterization, which involves the art of assessing and characterizing risks using various tools; Risk Communication and Decision-Making, which delves into the nuances of perceiving and effectively conveying risks, making decisions, and exercising judgment in situations of uncertainty; Risk Management and Mitigation, encompassing the hierarchy of control and the use of personal protective equipment as integral elements in risk management; and Life Safety, where topics like fire safety, exit procedures, workspace safety, and determining maximum allowable quantities take center stage.

The Risk stream emphasizes that comprehending risk extends far beyond a simple matrix of severity and probability, encompassing our cognitive perceptions and the systems we establish. Success in risk management depends on our willingness to implement effective risk-related systems while remaining honest about our cognitive biases. This stream equips you with the knowledge, skills, and attitudes (KSAs) to navigate the multifaceted world of risk effectively.

Prerequisites

Each course is a stand-alone class with no required prerequisites. The courses can be taken in any order.

Tuition Fees

$349 USD

Credential Duration

1-1.5 weeks on average

Course Study Time

each course is 60-75 mins

Earn CEUs

each stream certificate is 0.4 CEUs

Certificate Streams & Course Catalog

TECHNICAL SAFETY TOPICS
- Biosafety and Biosecurity
- Chemical Hygiene
- Physical Hazards
- Radiation Health and Safety

RISK
- Risk Assessing and Characterizing
- Risk Communication and Decision-Making
- Risk Management and Mitigation
- Life Safety

CULTURE OF SAFETY
- Safety Culture
- Managing for Safety and Risk Effectiveness
- Metrics and Key Performance Indicators (KPIs)
- Materials and Substance Tracking

Completing all 12 courses will earn the full Lab Safety Management Certificate.

STREAM CREDENTIAL

CULTURE OF SAFETY

ONLINE

Overview

This stream focuses on four critical factors that exert substantial influence over the development of a Culture of Safety. It begins with Safety Culture, which emphasizes the importance of safety leadership, setting an example, and fostering a cohesive team environment. Managing for Safety and Risk Effectiveness is another essential component, delving into psychological safety, the cultivation of learning organizations, safety management practices, adherence to standards, and the establishment of effective safety systems. Metrics and Key Performance Indicators (KPIs) are a third key area, encompassing objectives and key results, the differentiation between leading and lagging indicators, and the analysis of near misses and close calls. Lastly, the series covers Materials and Substances Tracking, which involves comprehensive life cycle assessment, procurement, utilization, waste management, and recycling of various substances and materials. These courses provide a thorough exploration of factors that significantly impact the creation of a positive safety culture, addressing how safety is managed, the role of KPIs and metrics, and the holistic tracking of materials and substances throughout their life cycle.

Prerequisites

Each course is a stand-alone class with no required prerequisites. The courses can be taken in any order.

Tuition Fees

$349 USD

Credential Duration

1-1.5 weeks on average

Course Study Time

each course is 60-75 mins

Earn CEUs

each stream certificate is 0.4 CEUs

INDIVIDUAL COURSES

Our lab safety management courses provide the specific knowledge that lab managers need to excel in a wide range of lab safety and leadership activities.

Individual Lab Safety Management courses are a good alternative to the full certificate or stream credentials. They are recommended for experienced lab managers, lab safety managers or safety supervisors who need a little training in some specific areas.

Each course is available online, containing a lecture video, supporting slides, activities to practice the skills, interactive elements, and a short quiz at the end.

NOTE:

- Each course is also included in full certificate programs and should be purchased as part of a certificate program if your goal is to receive a certification.

Tuition Fees

Individual Courses—you can take any single lab safety management course for $99 USD

100% Self Paced

all courses are online and can be completed at your own pace

Course Study Time

each course is 60–75 mins

Specific Knowledge

ideal for experienced lab managers who need a little training in some specific areas

Earn CEUs

each individual course is 0.1 CEUs earned

LAB SAFETY MANAGEMENT COURSE CATALOG

TECHNICAL SAFETY TOPICS

Biosafety and Biosecurity

Biosafety and biosecurity take steps to prevent harm to anyone or anything (animals, plants, research, etc.) by a bioactive material from the lab. Biosafety prevents exposures to lab staff inside the lab. No one gets sick from their work. Biosecurity is preventing exposures to the population and environment outside the lab. What happens inside the lab, stays in the lab. Biosafety and biosecurity use risk groupings and biosafety levels to categorize the pathogenicity risks and required controls.

TECHNICAL SAFETY TOPICS

Chemical Hygiene

Chemical hygiene focuses on the hazards and risks presented by the variety of chemicals used in labs, research, and science. Some of these risks are obvious, and others are hidden. The six chemical hygiene categories covered are flammables/combustibles, corrosives, oxidizers, reactives, asphyxiants, and toxins.

TECHNICAL SAFETY TOPICS

Physical Hazards

Physical hazards include the risks from electrical, mechanical, noise, temperature, vibration, ergonomics, and slips, trips, and falls. Many of these hazard types don't get sufficient attention—they're invisible, hidden in equipment, or rare. However, they are critical and can be both a frequent and devastating source of harm.

TECHNICAL SAFETY TOPICS

Radiation Health and Safety

Radiation is a complex and technical topic. This course covers the various types of ionizing and non-ionizing radiation, how they differ, and their effects. There are several types of ionizing radiation with significant health effects. It requires greater means of control, including time, distance, shielding, and the concept of ALARA or "as low as reasonably achievable." Non-ionizing radiation also presents risks, mostly to the eyes and skin. The controls needed are focused on our outer bodies and are less complex.

RISK

Risk Assessing and Characterising

Risk is a human construct helping us stay safe and alive. There is so much more to risk than the simple equation, risk equals severity times exposure times probability [R = S x E x P]. There are many tools and techniques to help us determine risk. One used in labs is called RAMP (Recognize, Assess, Minimize, Prepare). We'll explore all of this and more.

RISK

Risk Communication and Decision-Making

Sometimes, odd perceptions of risk drive our decision-making or what is called, "judgment under uncertainty". Our affective risk system drives decisions over our analytical one. Similarly, our fast -thinking brain makes many decisions in the moment. Communicating all of this and our perceptions is a challenge.

RISK

Risk Management and Mitigation

Once we've decided we have significant risk and assessed it properly, we need to determine some suitable and adequate means to mitigate or reduce our risks. As we detailed in our Technical Topics stream of courses, the hierarchy of controls is the primary means by which we decide how and in what order to implement hazard control methods. We always want to control the hazard as much as possible before it reaches us. Hint: PPE isn't at the top of the order.

RISK

Life Safety

If there is one risk that we all face together, it's a fire. Life safety is mostly about fires, exits, chemical maximum allowable quantities, building codes, and walking and working surfaces. Other chemical hazards are covered in the chemical hygiene course. This course is about helping everyone get out alive.

CULTURE OF SAFETY

Safety Culture

Safety culture can be thought of simply as how we do safety around here. Clearly, there is more to it such as group norms and behaviors. Culture has many advantages over compliance-driven approaches. Safety culture starts at the top by leaders setting examples, being present, and caring for everyone's wellbeing. A well -led team will follow.

CULTURE OF SAFETY

Managing for Safety and Risk Effectiveness

An effective leader instills and facilitates psychological safety which enables everyone to be effectively heard. A complementary technique is safety management by walking around. In addition to leaders, teams benefit from safety management systems (prescribed methods) and standards (set by non-governmental entities). True learning organizations that learn from their mistakes benefit greatly from these strategies.

CULTURE OF SAFETY

Metrics and Key Performance Indicators (KPIs)

To borrow and bend a quote, what we choose to measure, matters. We can measure lagging indicators, like injuries, leading indicators, like risk assessments, or both. It is challenging to decide what objectives, key results, and key performance indicators to collect, measure, track, report, emphasize, and manage toward. This course will help you decide which ones, why, and how best to do so.

CULTURE OF SAFETY

Materials and Substance Tracking

Materials move in and out of labs on a daily basis. These include chemicals, biologicals, and many other substances, equipment, and supplies. The scientific process changes many of these things along the way. This is often what is described in greater detail as the life cycle. As part of sustainability efforts, we often track what goes in and what comes out in an effort to reduce consumption, waste, and carbon footprint.

LAB QUALITY MANAGEMENT CERTIFICATE

WHAT CAN YOU EXPECT FROM THE CERTIFICATE?

Whether you're advancing your career or enhancing your lab's operations, the Lab Quality Management Certificate (LQMC) offers valuable insights into the foundations and responsibilities of quality management. This comprehensive program equips lab professionals with the essential tools required to foster a culture of quality, implement robust quality management systems, and drive continuous improvement.

The Lab Quality Management Certificate is ideal for people in the lab responsible and accountable for the lab's quality. This includes lab managers, quality assurance professionals, senior scientists, and those aspiring to take on leadership roles within a laboratory. Whether you're new to managing quality or an experienced manager looking to deepen your expertise, a LQMC will provide you with the skills necessary to ensure quality, compliance, and operational excellence in the lab.

This certificate consists of two key streams: Foundations of Quality Management and Responsibilities of Quality Management. Each stream is designed to provide in-depth knowledge and hands-on strategies for implementing and maintaining quality in laboratory settings. This program is led by expert instructor Dan Zuccarello, an expert in quality management and laboratory operations, who brings years of experience in lab management and advising laboratories on quality systems, improvement strategies, and customer satisfaction. His practical knowledge and hands-on approach will guide you through every step of the quality management process.

Learners will earn an official IACET accredited certificate. All learners will also enjoy lifetime access to course updates and revisions.

With this one-of-a-kind program, you'll gain the tools to meet regulatory standards, exceed stakeholder expectations, and thrive as a lab quality leader.

WHAT IS INCLUDED IN THE LAB QUALITY MANAGEMENT CERTIFICATE?

Competitive Tuition

Accessible price points allow you and your colleagues to benefit from our outstanding instruction and supplementary course materials.

Expert-Led Learning

An industry expert instructor provides actionable strategies and insights for immediate application in real-life lab scenarios.

Relevant Materials

Learn how to maintain quality standards, manage compliance, and improve overall lab performance.

Intuitive eLearning Design

Featuring 10 self-paced courses with engaging lectures, supporting slides, skill-testing activities, interactive elements, and a short quiz for each course.

Flexible Learning Format

Designed with the responsibilities of a busy lab leader in mind, the program can be completed at your convenience, preventing disruption to your schedules.

Comprehensive Training

Equip yourself with the tools needed to implement and manage quality systems that ensure compliance, continuous improvement, and operational excellence in your lab.

- Official certification
- IACET accredited organization
- 10 online courses
- 2 learning streams
- 1 full CEU credit
- 10+ hours of learning
- Lifetime access to updates
- 100% self-paced
- Live office hours
- Backed by years of experience

Certificate Streams & Course Catalog

FOUNDATIONS OF QUALITY MANAGEMENT

- Culture of Quality
- Quality Management
- Quality Management System (QMS)
- Analytics and Improvement
- Customer and Stakeholder Satisfaction

RESPONSIBILITIES OF QUALITY MANAGEMENT

- Documentation
- Instrument Qualification
- Training
- Data Integrity and Audits
- Peer Review

Completing all 10 courses will earn the full Lab Quality Management Certificate

FULL CERTIFICATE

LAB QUALITY MANAGEMENT CERTIFICATE

ONLINE

Overview

The Lab Quality Management Certificate will provide the quality management skills needed to operate compliant, quality-driven laboratories.

Learning Methods

The program consists of 10 self-paced, online courses. Each online course contains a lecture video, supporting slides, activities to practice the skills, interactive elements, and a short quiz at the end.

Curriculum

The curriculum covers both of the two streams of quality management skills.

- Foundations of Quality Management
- Responsibilities of Quality Management

Prerequisites

Each course is a stand-alone class with no required prerequisites. The courses can be taken in any order.

Tuition Fees

$799 USD

Program Duration

2-3 weeks on average

2 Lab Quality Management Streams

each stream has 5 courses

Course Study Time

each course is 60–75 mins

Earn CEUs

the full Lab Quality Management Certificate is 1 CEU

LAB QUALITY MANAGEMENT STREAMS

Lab quality managers need a range of quality management skills to be effective in their roles. Specific lab quality management streams can be completed in foundations of quality management and responsibilities of quality management. Each stream consists of five self-paced online courses, which contain a lecture video, supporting slides, activities to practice the skills, interactive elements, and a short quiz at the end. Each stream will benefit existing and potential lab quality managers. Completion of a set of five courses will earn a stream credential.

Learners can earn individual stream credentials based on specific learning goals or complete both streams to earn the full Lab Quality Management Certificate

Foundations of Quality Management

Responsibilities of Quality Management

Certificate Streams & Course Catalog

FOUNDATIONS OF QUALITY MANAGEMENT
- Culture of Quality
- Quality Management
- Quality Management System (QMS)
- Analytics and Improvement
- Customer and Stakeholder Satisfaction

RESPONSIBILITIES OF QUALITY MANAGEMENT
- Documentation
- Instrument Qualification
- Training
- Data Integrity and Audits
- Peer Review

Completing all 10 courses will earn the full Lab Quality Management Certificate

STREAM CREDENTIAL

FOUNDATIONS OF QUALITY MANAGEMENT

ONLINE

Overview

Quality is the foundation of any successful lab. Ensuring that processes, procedures, and results meet the highest standards is essential for lab managers. The Quality Management course focuses on key concepts of quality management and leadership, providing a solid foundation for aspiring lab leaders to navigate the transition from bench scientist to a successful quality manager with confidence and clarity, and giving experienced quality managers additional tools to excel in the role. The next two courses of this stream, Quality Management Systems (QMS) and Analytics and Improvement, explore methodologies of quality management systems, PDCA and Six Sigma methodologies, and processes to drive continuous improvement in the laboratory. The Customer and Stakeholder Satisfaction course helps those in quality management positions to better understand and exceed customer and stakeholder expectations, gather feedback, address complaints, and maintain strong relationships with stakeholders. Lastly, the Culture of Quality course delivers actionable strategies for laboratorians in leadership positions to create and nurture a quality-driven environment in their labs, ensuring that both processes and people thrive.

Prerequisites

Each course is a stand-alone class with no required prerequisites. The courses can be taken in any order.

Tuition Fees

$449 USD

Credential Duration

1-2 weeks on average

Course Study Time

each course is 60-75 mins

Earn CEUs

each stream credential is 0.5 CEUs

Certificate Streams & Course Catalog

FOUNDATIONS OF QUALITY MANAGEMENT
- Culture of Quality
- Quality Management
- Quality Management System (QMS)
- Analytics and Improvement
- Customer and Stakeholder Satisfaction

RESPONSIBILITIES OF QUALITY MANAGEMENT
- Documentation
- Instrument Qualification
- Training
- Data Integrity and Audits
- Peer Review

Completing all 10 courses will earn the full Lab Quality Management Certificate

STREAM CREDENTIAL

RESPONSIBILITIES OF QUALITY MANAGEMENT

ONLINE

Overview

Effective quality management requires not only principles but also hands-on responsibility for maintaining rigorous standards across the lab processes. Each course in this program is designed to empower lab leaders with tools that are essential to maintain compliance, and to ensure accuracy and drive operational excellence. The Documentation course delves into the principles of good documentation practices (GDP) using the ALCOA++ framework to assist in establishing accurate and compliant documentation practices. Instrument Qualification focuses on proper lab equipment operation through application of the four stages of qualification—Design Qualification (DQ), Installation Qualification (IQ), Operational Qualification (OQ), and Performance Qualification (PQ). Lab leaders can learn how to develop influential, effective staff training programs to bolster engagement and to enhance proficiency in the lab with the Training course. Of the two final courses, Data Integrity and Audits explores regulatory compliance and audit preparation, while Data Review emphasises the assessment of data accuracy and documentation review, as well as the importance of implementing corrective actions to uphold high standards in lab operations.

Prerequisites

Each course is a stand-alone class with no required prerequisites. The courses can be taken in any order.

Tuition Fees

$449 USD

Credential Duration

1-2 weeks on average

Course Study Time

each course is 60-75 mins

Earn CEUs

each stream credential is 0.5 CEUs

INDIVIDUAL COURSES

Our Lab Quality Management courses provide the specific knowledge that lab quality managers need to excel in a wide range of management, compliance, and quality activities.

Individual Lab Quality Management courses are a good alternative to the full certificate or stream credentials. They are recommended for experienced lab managers who need a little training in some specific areas.

Each course is available online, containing a lecture video, supporting slides, activities to practice the skills, interactive elements, and a short quiz at the end.

NOTE:

- Each course is also included in full certificate programs and should be purchased as part of a certificate program if your goal is to receive a certification.

Tuition Fees

Individual Courses—you can take any single Lab Quality Management course for $99 USD

100% Self Paced

all courses are online and can be completed at your own pace

Course Study Time

each course is 60–75 mins

Specific Knowledge

ideal for experienced lab managers who need a little training in some specific areas

Earn CEUs

each individual course is 0.1 CEUs earned

LAB QUALITY MANAGEMENT COURSE CATALOG

FOUNDATIONS OF QUALITY MANAGEMENT TOPICS

Culture of Quality

Lab managers play a critical role in cultivating and maintaining quality culture in the lab. Quality is based on an ever-expanding series of trends and regulations. Understanding the principles of a culture of quality will help lab managers elevate their lab's performance, as will the ability to control processes, procedures, materials, and staff actions to produce consistent results.

FOUNDATIONS OF QUALITY MANAGEMENT TOPICS

Quality Management

Quality leadership is the ability to transition from bench scientist to quality manager with confidence, ensuring your lab meets the highest standards of performance and compliance. It involves establishing a robust quality management system, navigating stakeholder expectations, and fostering a culture of continuous improvement. Leadership in this context is a skill that integrates data-driven decision-making, effective team management, and the consistent application of quality principles.

FOUNDATIONS OF QUALITY MANAGEMENT TOPICS

Quality Management Systems

Quality management systems (QMS) are vital for ensuring consistent results, regulatory compliance, and continuous improvement in the lab. By exploring both traditional and electronic systems, participants will learn to evaluate options, implement effective solutions, and develop change management plans that enhance efficiency and compliance.

FOUNDATIONS OF QUALITY MANAGEMENT TOPICS

Analytics and Improvement

Continuous improvement is an essential part of driving impactful changes in lab performance. Lab managers need tools and strategies to lead data-driven improvement projects. By mastering methodologies like PDCA, Six Sigma, and TQM, and utilizing advanced analytical tools, lab quality leaders will develop the skills to implement effective corrective actions, manage risk, and foster a culture of sustained improvement.

FOUNDATIONS OF QUALITY MANAGEMENT TOPICS

Customer and Stakeholder Satisfaction

Enhancing your lab's reputation and ensuring long-term success relies on delivering superior satisfaction to customers and stakeholders. This course teaches strategies to understand and exceed expectations, analyze feedback, and turn complaints into opportunities for improvement. By fostering a customer-centric culture, participants will learn to build strong relationships, address feedback constructively, and deliver exceptional experiences to all who interact with the lab.

RESPONSIBILITIES OF QUALITY MANAGEMENT TOPICS

Documentation

Effective documentation is essential for ensuring compliance and improving lab operations. Participants will learn the foundational principles to implement good documentation practices (GDP), utilize the ALCOA++ framework, and validate digital records to maintain data integrity. By mastering these techniques, lab managers can ensure accurate, reliable records that meet regulatory requirements and enhance overall efficiency.

RESPONSIBILITIES OF QUALITY MANAGEMENT TOPICS

Instrument Qualification

Ensuring your lab's instruments are qualified and compliant is key to reliable results and regulatory success. This course covers the four stages of instrument qualification—DQ, IQ, OQ, and PQ—teaching lab leaders how to establish robust qualification processes, define user requirements, and verify ongoing performance to meet industry standards and compliance protocols.

RESPONSIBILITIES OF QUALITY MANAGEMENT TOPICS

Training

Effective training programs are crucial for boosting lab performance, ensuring compliance, and fostering skill retention. Lab managers will learn to identify learning motivators, combat training fatigue, incorporate gamification, and design customized training plans that engage their team, support continuous learning, and align with operational goals.

RESPONSIBILITIES OF QUALITY MANAGEMENT TOPICS

Data Integrity and Audits

Upholding data integrity and passing audits with confidence are pivotal for lab success. This course equips lab leaders with the skills to protect data accuracy, manage internal and external audits, and implement best practices for compliance. Participants will learn strategies to maintain reliable data, identify vulnerabilities, and build a culture of compliance that ensures audit readiness and strengthens data integrity.

RESPONSIBILITIES OF QUALITY MANAGEMENT TOPICS

Peer Review

Lab leaders have a fundamental role to play in ensuring data integrity and consistency. This course demonstrates how to conduct thorough peer reviews, identify and address data inconsistencies, and ensure compliance with regulatory standards. By refining data review processes and implementing corrective actions, lab managers will foster an environment that supports reliable, high-quality lab results.

Lab Manager ACADEMY

READY TO GET STARTED?

Register online today at
labmanageracademy.com

Speak to our course advisory team and find out if this certificate is right for you.

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