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| **University of Washington,** **Harborview Medical Center****325 9th Ave. Seattle, WA, 98104****Transfusion Services Laboratory****Policies and Procedures Manual** | **Original Effective Date:****August 1, 2011** | **Number:** **1400-1** |
| **Revision Effective Date:** | **Pages:** **2** |
| **TITLE: QSE: Suppliers and Supply Management** **Quality Policy: Management of Services and Supplies** |

**Policy:**

Harborview Medical Center Transfusion Service has established policies, processes and procedures for the selection, acquisition, and replacement of critical services and supplies.

**Purpose:**

To provide direction for the processes and procedures to effectively manage the services and supplies used in the laboratory.

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| **Role** | **Responsibilities** | **Supporting Documents** |
| **Medical Director** | * Overall responsibility for ensuring that the services, instruments, reagents, and consumable supplies.
* Participate in the selection of suppliers for critical services and supplies.
* Work with manager to identify critical materials and services.
* Work with manager to prioritize new programs and critical needs.
 | Supplier Selection and Qualification  |
| **Manager** | * Identify needs for the department, develop and evaluate potential solutions.
* Recommend services and product selections
* Participate in prioritization of new programs.
* Assess daily operational neds and ensure that laboratory inventory is managed effectively and efficiently.
 | Supplier Selection and Qualification  |
| **Laboratory Staff** | * Follow applicable policies, processes, and procedures.
* Read manufacturer’s inserts for reagents and consumables
* Review package inserts for changes before putting lots into use.
* Use supplies and consumables appropriately.
* Complete lot acceptance and tracking of critical supplies.
* Evaluate acceptability of incoming supplies.
* Notify supervisors of the need for more supplies, problems with existing services or supplies, or other issues around services or supplies.
 | Reagent Receipt ProcessPackage Insert ReviewEvaluation of Critical Supplies, Services, and Products. |

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| **Role** | **Responsibility** | **Supporting Documents** |
| **Supply Chain** | * Request quotes for the purchase and management of ordered laboratory supplies and services.
* Place orders as requested from authorized laboratory personnel
* Follow up with vendors in case of difficulties or disputes about the quality of purchased services or supplies.
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| **Receiving** | * Receive orders into the facility.
* Complete preliminary assessment of acceptability of order.
* Follow-up and document problems discovered with the order during the receiving process.
* Notify and document applicable individuals if problems are identified at facility receipt.
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| **Stores** | * Accept and store laboratory inventory.
* Deliver such inventory to the laboratory in a timely manner.
* Notify (and document) applicable individuals if problems are identified during storage, or delivery of supplies to the laboratory.
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| **Category** | **Actions** |  |
| **Supply****Mgmt.** | * Processes and procedures are established for the verification, storage, and use of reagents and consumables.
* Reagents and consumables are not used until deemed acceptable for their intended purpose.
* Reagents and consumables to be used are verified to ensure they are compatible with the equipment and method selected.
* An inventory of reagents and consumables is maintained and documented in accordance with established process.
* Records are maintained in accordance with regulatory requirements, as applicable.
 | Reagent Receipt;Package Insert Review;Inspection and Evaluation of Critical Services, Supplies, and Products;Manual Reagent QC |
| **Medical Alerts or Product Recalls** | * Supply Chain subscribes to an alert system for manufacturer recalls or safety alerts.
* Laboratory Medicine Designee receives these alerts and distributes to appropriate staff.
* Upon notification of manufacturer recall, any recalled inventory is removed from use and disposition recorded.
 | Supplier Recall Process |
| **Service Providers and Purchased Services** | * Processes and procedures are established for the selection and ongoing review of service providers and purchased services.
* Failure to meet established timelines and quality measures is reported through the occurrence management and Process Improvement processes
 | Supplier Selection and Qualification ProcessQIM form |

**References**

AABB Standards for Blood Banks and Transfusion Services, Current EditionQuality Manual Preparation for Blood Banking, Lucia M. Berte, Current Edition