[](http://depts.washington.edu/labweb/index.htm)

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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 Process  Package Insert Review  Evaluation 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. |  |
| **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. |  |
| **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. |  |
| **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 Process  QIM form |

**References**

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