

# LABORATORY OPERATIONS EXCELLENCE WORKSHOP 2023

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The Laboratory Operations Excellence Workshop was successfully conducted on February 27, 2023, at the Gallery, FF1 Building, Faculty of Pharmacy, UiTM Puncak Alam Campus. The operations excellence (OE) workshop was conducted by an experienced OE trainer, ASP/PB Mohd Tarmizi Abdul Raman. The workshop was aimed at introducing OE to all laboratory staff and applying innovations and changes in laboratory procedures to the daily work process. The session included seminars and group discussions about strengthening laboratory management, refining the P05 procedure on laboratory management and equipment maintenance, and standardising the delivery of information and its implementation.

The workshop was divided into two sessions; the first session in the morning was an introduction and briefing about what is OE, while the second session in the evening was more focused on brainstorming and discussion among the participants and the OE trainer in revising the work process. During the brainstorming and discussion, the participants were encouraged to think critically and creatively about how to improve the work process, and to come up with innovative solutions to any problems that may arise. The OE trainer provided guidance and support throughout the process, helping the participants to identify areas for improvement and to develop strategies for implementing the changes.

After brainstorming and discussion among the laboratory staff and OE trainer, five ideas for improving the laboratory work process were identified. The OE trainer also helped the laboratory staff in improving work processes, and he suggested that the staff explore and learn work processes from the librarians at Perpustakaan Tun Abdul Razak (PTAR), UiTM Shah Alam. This is because PTAR's work process has been greatly improved, resulting in an increase in work quality. The improvements made to the work process have allowed for more efficient and effective operations, resulting in a higher quality of work. Additionally, the improvements have allowed for better communication between staff and management, which has further improved the quality of work. In conclusion, the laboratory OE can be achieved when the laboratory's daily work procedure manual is more comprehensive and effective. By having a robust and efficient work procedure manual, the laboratory can ensure that its operations are running smoothly and efficiently, leading to improved work quality and increased productivity .



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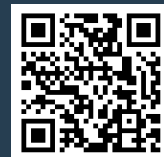
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