

Use Of A Streamlined Daily Summary In Operational Audits

Poster IDAP104

Session #1

Background

Large audits that cover various critical control points such as training, equipment, processes, and documentation can span several days if not weeks. Busy schedules make it difficult to conduct daily meetings. The Quality Assurance Department needed a means to communicate between the audited department and Quality Staff. The new form needed to be user friendly and organized in a streamlined fashion.

Methods

A report called the Daily Summary Report for Operational Audits was created. The report was organized by critical control points and dove tailed the audit work tool. The Daily Summary would summarize findings and concerns found during the audit. The Daily Summary was sent to the Technical Directors, Quality Staff, and the Director of Operations via e-mail during the span of the audit. The Daily Summary Report was used over a 6 month period to complete 15 audits. A survey was sent to Quality Staff, Technical Directors, and the Director of Operations to determine their opinions on the new report.

Results

Feedback was extremely positive. Survey results indicated Technical Directors were given information in a timely manner concerning their audits. Lengthy reports tend to bog down the reader; therefore, new updates were added in blue text for quick review. Directors made use of the summaries to investigate findings prior to the official reporting of the audit. Quality Staff who utilized the form found it easy to use. Tailoring the form to fit the audit work tool kept information logical and orderly.

Conclusion

Use of a Daily Summary Report improved communications between Operations and the Quality Assurance Department. The summaries were instantly utilized because they were quick and easy to review. As a result, questions and concerns were addressed promptly. Furthermore, by keeping operations well informed, audit reporting went smoothly. In addition, time was saved by avoiding daily meetings. Quality Staff found that information in the report was easily transferred into an audit report due to the organized Critical Control Points. This resulted in a dramatic reduction in the amount of time spent in audit and correction report preparation.

Daily Summary Report for Operational Audits

Dates:	01/01/08	01/02/08		

Department: NAT Department
Auditor/s: Susie Smith

Critical concerns:
Comments/ Questions:
Recommendations:

Observations by Quality Subsystems

4.0 Resource Management

4.1 Personnel

4.2 Training

- Finding from 01/01/08
- Finding from 01/02/08

4.3 Competency

4.4 Training Records

6.0 Material control

6.2 Material Receipt Verification

6.3 Material Inventory Management

6.4 Storage

- Finding from 01/02/08

6.5 Material Specification Qualification

7.0 Equipment Control

7.1 Installation Qualification

7.2 Calibration/ QC

7.3 Preventative Maintenance

7.4 Deficiencies/Repair/ Return to service

7.5 Inventory Management

Author

Mandy Brown

Blood Systems
Laboratories

Bedford, TX