

LABORATORY SYSTEM QUALITY ASSESSMENT METRICS

	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	ANNUAL AVERAGE
PRE-ANALYTIC SYSTEMS													
Specimen Rejection ($< 10\%$ of specimens received)													
Client Complaints													
ANALYTIC SYSTEMS													
Unacceptable Proficiency Tests (≤ 3 /month)													
Incident Reports (≤ 2 /month)													
POST-ANALYTIC SYSTEMS													
Data Entry Errors ($\leq 1\%$ of reports)													
Corrected Test Results Reports (≤ 3 /month)													
Demographic Change Requests ($\leq 1\%$ of reports)													
ANNUAL CUSTOMER SATISFACTION SURVEY ($\geq 95\%$)													

ANNUAL VOLUME: _____

Reviewed by: _____

Date: _____