

Agenda

- 7:30 am **Networking**
- 8:00 am **Welcome Address**
- 8:05 am **Assessing the Effectiveness of Your Quality Plan**
Roundtable
Therese Dodd, RN, MBA, CPHQ, FNAHQ
- 9:15 am **Occurrence Management, Auditing, and the Five Whys: Root Cause Analysis**
Activity: Five Whys
Federico Rodriguez, SBB, MLSⁱ(ASCP)^{CM}
- 10:15 am **Break**
- 10:30 am **Integrating Risk Assessment into Your Quality Program**
Risk Assessment Activity
*Amy Beres, PhD
Jennifer Frank, MT(ASCP)*
- 12:00 pm **Lunch**
- 12:30 pm **Supply Qualification**
Roundtable
*Deborah Griffin, MS, ASQ CPGP
Emily Hopewell, PhD*
- 1:45 pm **Document Control: Yesterday, Today, and Tomorrow**
Ed Brindle, MSc, MLT
- 2:30 pm **Break**
- 2:45 pm **Audit Plans and Writing the Report**
Audit Roundtable: Using the ISBT Audit Tool
Heather Conway, CQA(ASQ)
- 4:15pm **Ask FACT**
- 5:00 pm **Adjourn**