



FACT - CTTC Quality Boot Camp

MAY 1, 2024 | 8:00 AM - 5:00 PM

Presenters



Ed Brindle MSc, MLT
Quality Manager at Hamilton Health Sciences, Juravinski Hospital



Susie Joron, EMBA
Donor & Cord Blood Registry Manager at Héma-Québec



Harminder Kaur-Singh, SSGB, CPHQ
Quality Advisor, Cellular Therapy Program at CHU Sainte-Justine



Nic Prokopishyn, PhD
Cellular Therapy Lab Director, Alberta Blood and Marrow Transplant Program

Facilitators



Deborah Griffin MS, ASQ CPGP
Consultant, FACT Consulting Services



Linda Peltier, RN, PhD
Cellular Therapy Laboratory Manager, Research Institute of the McGill University Health Centre

Agenda

REGISTRATION
7:30 AM

WELCOME
8:00 AM

SWOT
8:10 AM

Susie Joron, EMBA

Attendees will define SWOT and its origins, define its application timing and rationale, explore its limitations, and develop practical examples, empowering them to use SWOT analysis effectively.

↳ **ROUNDTABLE #1**

BREAK
9:50 AM

RISK ASSESSMENT/FMEA
10:05 AM

Ed Brindle MSc, MLT

After attending this session, participants will leave with the ability to define Six Sigma tools, including FMEA, summarize the concepts of Failure Mode and Effects Analysis (FMEA), implement FMEA worksheets, and effectively apply FMEA tools to case studies.

↳ **ROUNDTABLE #2**

LUNCH
11:45 AM

5 WHYS
12:15 PM

Nic Prokopishyn, PhD

Participants will explore using the 5 Whys to discover underlying causes, apply them to address multiple issues, identify when to conclude the questioning process and evaluate strategies for addressing root causes beyond their facility or program's control.

↳ **ROUNDTABLE #3**

BREAK
1:55 PM

FISHBONE/ISHIKAWA
2:10 PM

Harminder Kaur-Singh, SSGB, CPHQ

Attendees will describe the purpose of a fishbone diagram, examine its application timing and methodology, weigh its pros and cons in problem-solving endeavors, and effectively integrate it into root cause analyses.

↳ **ROUNDTABLE #4**

CAPSTONE ROUNDTABLE
3:50 PM

CLOSING
4:45 PM