

# ***OVERVIEW AND PRINCIPLES OF A QUALITY SYSTEM***

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# *QUALITY*

## Something we all want

### Popular Definitions for Quality

All of them are right, as they each contain a key element of what quality means to users of products and services

- ***A degree of excellence***
- Conformance to requirements
- Totality of characteristics which act to satisfy a need
- Fitness for use
- Fitness for purpose
- Freedom from defects
- Delighting customers

# QUALITY *In Health Care*

The Institute of Medicine defines health care quality as "the degree to which health care services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge



The screenshot shows the homepage of the International Journal for Quality in Health Care. The header is blue with the journal title in white. Below the header is a navigation bar with links: Issues, More Content, Publish, Purchase, Alerts, and About. The main content area is divided into three columns. The first column on the left has a placeholder for a cover image and text about the current issue. The middle column displays the journal's impact factors and the editor-in-chief. The right column features a section about the journal with a description and a link to find out more.

**International Journal for  
Quality in Health Care**

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**Current Issue**  
Volume 28, Issue  
April 1

Impact Factor  
**2.545**  
5 year Impact Factor  
**2.631**

**Editor-in-Chief**  
Yu-Chuan (Jack) Li

**About the journal**  
The *International Journal for Quality in Health Care* (IJQHC) is a leading international peer-reviewed scholarly journal addressing research, policy, and implementation related to the quality of health care and health outcomes ...  
[Find out more](#)

# **QUALITY**

***You have it because you want it***



***Be careful about your wishes.***

***Now you have to manage the wealth.***

# ***Major Components of a Quality Management System***

- **Quality Policy**
- **Quality Planning – Quality Objectives**
- **Quality Operational Procedures**
- **Quality Control**
- **Quality Improvement**

# Quality System Processes



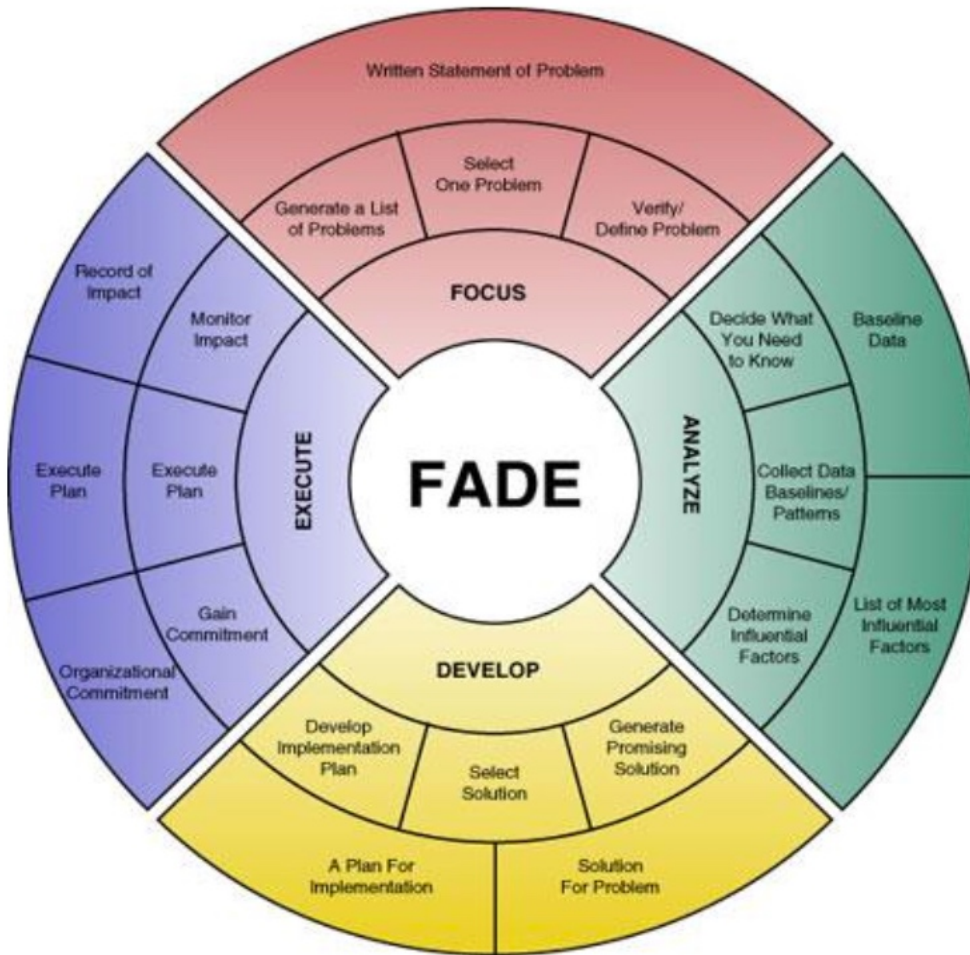
# Quality Improvement

Six Sigma is a measurement-based strategy for process improvement and problem reduction completed through the application of improvement projects. This is accomplished through the use of two Six Sigma models: DMAIC and DMADV.

- DMAIC (define, measure, analyze, improve, control) is an improvement system for **existing processes** falling below specification and looking for incremental improvement.
- DMADV (define, measure, analyze, design, verify) is an improvement system used to develop **new processes** at Six Sigma quality levels.



# Quality Improvement



Phase	Actions	Ask:
<b>FOCUS</b>	Define and verify the process to be improved	<b>What is the challenge?</b>
<b>ANALYZE</b>	Collect and analyze data to establish baselines, identify root causes and point toward possible solutions	<b>What is happening currently?</b>
<b>DEVELOP</b>	Based on the data, develop action plans for improvement, including implementation, communication and measuring/monitoring	<b>What is the plan to fix the challenge?</b>
<b>EXECUTE</b>	Implement the action plans and establish an ongoing measuring/monitoring (process control) system to ensure success	<b>How has the situation improved?</b>



# Resources

## **Professional Organizations**

EBMT

ASBMT

ISCT

WBMT

## **Published methods (Books, manuals, and scientific papers)**

## **Accrediting organizations**

FACT

JACIE

AABB

## **Peer Communication**

BMT Roundtables

<https://www.linkedin.com/in/bmtqualityroundtable>

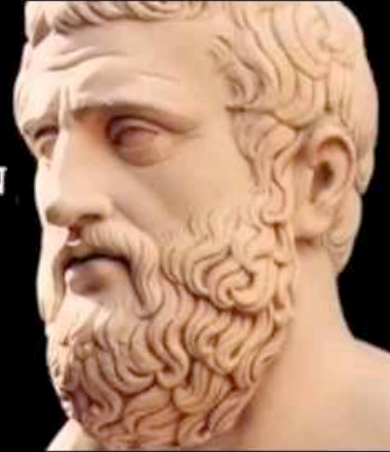
<https://groups.google.com/forum/#!forum/bmt-quality->

# Thank you



QUALITY IS NOT AN  
ACT BUT A HABIT.

ARISTOTLE



Quality means  
doing it right  
when no one is  
looking.

Henry Ford

