Communicating Quality

Accreditation Body – Friend or Foe?

Who is OLA?

Ontario Laboratory Accreditation

- Ten years old
- Mandatory pioneer in a voluntary world
  - Ontario and Newfoundland
- Based on ISO principles

What is Accreditation?

A peer-review process by which an authoritative body ensures that laboratories meet explicit quality management criteria, in order to give formal recognition that the laboratory is competent to carry out examinations.
**What is Accreditation?**

Accreditation is a means to an end…

with the goal being a smoothly running quality management system

…that ensures quality and competence

**OLA Values**

- Responsible
- Objective
- Consistent
- Transparent
- Open-minded
- Respectful

— Satisfaction Survey 2008

94%

Agreed that meeting the requirements enhanced their service

— Satisfaction Survey 2008
Keys to Success

Engagement

Rigour

Less to do with the standard,
more to do with how we used it.

Decoding ISO 15189