SESSION 7
THURSDAY, AUGUST 29 | 10:30 AM - 12:00 PM

7B – Quality Systems and Management |
Exploiting Improvement Opportunities in Laboratory Activities
Jennifer Fleenor, Tektronix Inc.

Abstract:
Metrology in motion is more than just movement measurements, but also inspiring and progressing the industry, and your laboratory activities in new and innovative methods, documentation and practices. With the transition to ISO/IEC 17025:2017, now is the ideal time to access your legacy practices and ask yourself if there are improvement opportunities. In fact, an assessment of your “risk and opportunities” is a specific requirement of the revised ISO/IEC 17025 Standard clause 8.5.1. Are there new and innovative measurement methods that can improve your measurement uncertainty? Are you using collaborative office tools to improve communication and documentation? Have you recently evaluated and asked what you can do to improve your business revenue? Lean practices can reduce time busters and increase personnel efficiency and productivity in laboratory activities. This session will provide ideas to jumpstart opportunity discussions within your organization. Improvement opportunities provide process effectiveness in both function and time, while meeting the documented requirements of ISO 9001:2015 and ISO/IEC 17025:2017 to enhance desirable effects and achieve improvement.

Learning Objectives:
1. Participants will be able to identify opportunity ideas in support of ISO Quality Management System requirements to enhance desirable effects and achieve improvement.
2. Participants will learn about useful tools for consideration to improve laboratory activities.
3. Suggestion on a methodology to manage risks and opportunities will be shared.

Instructor Curriculum Vitae (CV):
Jennifer Fleenor has over thirty years of experience in the Metrology industry to include US military, Foreign Military Sales, DOD contractor, and commercial. As the Service Quality Manager for Tektronix in Beaverton, Oregon, she is responsible for ensuring adherence to the requirements of ISO/IEC 17025, ANSI/NCSL Z540-1-1994 and ISO 9001:2015.
and management of the global documentation system specific to the service organization, global QMS training and competency, internal audit program and quality metrics. She has experience managing the organization’s global interlaboratory comparison program. Jennifer earned a MBA in International Business from Western International University, Phoenix, AZ, holds American Society for Quality certifications as a Quality Auditor and Quality Engineer and recently obtained Staff Approved Lead Assessor status for the American Association for Laboratory Accreditation (A2LA). She is the NCSL International Early Career Professionals Committee Chair.