



## Quality Issues



### Chapter summary

- Over the past few decades methods have been introduced to improve the quality of blood transfusion/transplant departments by controlling and assuring that the blood, product, or result is of a high standard, fit for purpose, and is maintained at that level.
- As part of a planned quality assurance programme which is designed to detect, correct, and ensure that consistent quality is achieved, techniques such as internal quality control and statistical process control look at the continuous process, while EQA assesses and compares quality across laboratories.
- Statutory bodies like the MHRA inspect laboratories to determine conformance to legislation such as the BSQR. GMP is an important part of conforming to BSQR.
- All these processes combine to produce a QMS which helps provide products and services that meet the customers' requirements, for example a safe unit of blood to be transfused.
- The requirements of various expert committees, accrediting bodies, and legislation all help to improve the quality of the services provided by transfusion and transplant departments.
- Haemovigilance schemes such as SHOT use surveillance procedures to collect and assess information on unexpected or undesirable effects of blood and products to prevent their recurrence.