



Quality Indicators at a Glance

What we measure, the target for each, who owns it — trended monthly and quarterly by the CMT / LQM.

INFOGRAPHIC IG-02
Source: LAB-QM-003 +
F-QM-003-A-V0 · V0 DRAFT

ID	INDICATOR	HOW IT IS CALCULATED	TARGET	FREQUENCY	OWNER
PRE-EXAMINATION					
QI-PRE-01	Specimen Rejection Rate	Rejected specimens ÷ total accessions received × 100	< 1.0%	Monthly	Medical Technologist (Receiving)
QI-PRE-02	Request Form / Labeling Completeness	Incorrectly labeled or identified requests ÷ total requests × 100	< 0.5%	Monthly	Medical Technologist (Phlebotomy)
EXAMINATION					
QI-ANA-01	PT / EQAP Acceptable Performance Rate	Satisfactory PT results ÷ total PT challenges evaluated × 100	100% (min 80%)	Per survey / annual	Chief Medical Technologist
QI-ANA-02	Internal QC Failure / Out-of-Control Rate	QC runs exceeding 1_{3s} or 2_{2s} limits ÷ total QC runs × 100	< 2.0%	Monthly	Medical Technologists (Bench)
QI-ANA-03*	Equipment Downtime	Total equipment out-of-service time recorded for the month	Trending — target to be set	Monthly	Medical Technologists (Bench)
POST-EXAMINATION					
QI-POST-01	Routine Test Turnaround Time (TAT)	Routine tests meeting stated TAT ÷ total routine tests × 100	≥ 95%	Monthly	Chief Medical Technologist
QI-POST-02	STAT Test TAT Compliance	STAT tests released within 60 min ÷ total STAT tests × 100	≥ 98%	Monthly	Chief Medical Technologist
QI-POST-03	Critical Values Notification Compliance	Critical values called within 15 min ÷ total critical values × 100	100%	Monthly	Medical Technologists (Testing)
QI-POST-04	Corrected / Amended Report Rate	Corrected / amended reports ÷ total reports issued × 100	< 0.2%	Monthly	Chief Medical Technologist
GENERAL QMS					
QI-GEN-01	Customer & Patient Satisfaction Rate	Positive satisfaction ratings ÷ total survey responses × 100	≥ 90%	Quarterly / annual	Chief Medical Technologist
QI-GEN-02*	Monthly Test Volume & Workload	Total tests performed in the month (count)	Trending only — no target	Monthly	Chief Medical Technologist

TARGET MISSED
OR BAD TREND?

1 · Occurrence

Acute incident → LAB-QM-010

→

2 · CAPA

Systemic / recurring →
LAB-QM-011

→

3 · Risk update

New hazard → LAB-QM-009

→

4 · CQI study

Broader improvement →
F-QM-003-B-V0

Note: * In the LAB-QM-003 §5.3 core list but previously had no register entry. **Added by Junry's decision, 2026-10-21** — IDs/owners follow the register's pattern, to be confirmed when F-QM-003-A-V0 is updated. Results go to the CQI Committee and Management Review (§5.4).