

Success Story



Organisation:

Manchester Fertility Services

Sector:

Fertility

Solution:

Q-Pulse

Success:

ISO 9001: 2008 compliance met

Improved management of QMS processes and compliance activities



“By supporting how we manage our QMS, Q-Pulse has assisted us in achieving certification to ISO 9001:2008 and CHKS accreditation, as well as improving the quality of patient care.”

Alison Kay
Quality Manager
MFS

Leading fertility centre implements Q-Pulse to help manage compliance with international standards

One of the world's most modern fertility centres has implemented Q-Pulse to improve quality and achieve certification to national and international standards including ISO 9001:2008.

Manchester Fertility Services (MFS) provides assisted conception services in the North West of England, and is one of the UK's foremost and most successful centres for infertility. Based at Bridgewater Hospital in Manchester, MFS' purpose-built laboratories and theatre are amongst the most modern in the world.

'We have found Q-Pulse to be of enormous help in implementing our QMS,' explains Alison Kay, Quality Manager at MFS. 'It guided us through the process by prompting us to complete fields we did not realise were of relevance until we were asked for the information!'

'All of our controlled documents are on Q-Pulse, which makes it much easier for me as document controller to see at a glance what is outstanding and what is due for review. In particular, the obsolete document register means we can always show how we used to do something.'

'Using Q-Pulse for CA/PA management means that our minor incidents are always addressed promptly, as the system notifies department heads as soon as a corrective or preventive action is raised against their department. It also makes it easier to identify any adverse trends developing.'

'We have set up an audit calendar, which is particularly helpful as we can see instantly how each audit is progressing. We have all our suppliers on the system, and again we can see at a glance which supplier is due for review. All supplier documentation is also stored on Q-Pulse, such as SLAs and certificates.'

'Q-Pulse is extremely handy for managing equipment, as again all documentation can be kept in one place; it also cuts down on large amounts of archived paper. Operating manuals are scanned onto the system and are available to all, as well as all maintenance records and certificates for equipment.'

Alison concludes: 'Our laboratories are built to the standards required by the EU Tissues and Cells Directive, and our systems must meet the same standards. By supporting how we manage our QMS, Q-Pulse has assisted us in achieving certification to ISO 9001:2008 and CHKS accreditation, as well as improving the quality of patient care.'

'With the recent publication of the 8th edition of the HFEA's Code of Practice, we have also found Q-Pulse to be extremely appropriate in managing compliance to the updated requirements.'

Contact us now on +44 (0) 1355 593400 or at fertility@gaelquality.com, to find out how Q-Pulse can help you to comply with regulations and to improve the quality of the services that you provide.