

What is the Laboratory Quality Management System Certificate Program?

The CLSI Laboratory Quality Management System (LQMS) Certificate Program is an online distance learning program that imparts the knowledge and skills necessary for successful implementation and sustainment of a quality management system (QMS) in your laboratory. The program consists of 12 modules, each representing one of the 12 quality system essentials (QSEs). Introductory and summary modules are also included, for a total of 14 modules.

Who should take the LQMS Certificate Program?

The program is useful for anyone who needs to learn about:

- Providing a systematic process-oriented approach to meeting quality objectives
- The delivery of consistent, high-quality, cost-effective laboratory services through implementation of a QMS
- Developing, implementing, and sustaining relevant policies, processes, and procedures for each QSE:
 - Organization
 - Customer Focus
 - Facilities and Safety
 - Personnel
 - Purchasing and Inventory
 - Equipment
 - Process Management
 - Document and Records
 - Information Management
 - Nonconforming Event Management
 - Assessments
 - Continual Improvement

What are the benefits of completing the LQMS Certificate Program?

As a participant, you will:

- Learn the necessary best practices for a QMS.
- Secure the instruction/training to effectively implement a QMS in your laboratory.
- Meet your professional goals.
- Stay current without incurring travel and lodging costs of face-to-face trainings and meetings.
- Receive documented proof of your achievement in the form of an LQMSCP certificate.
- Join the network of leaders in the field.
- Leverage your knowledge for new career opportunities and advancements.
- Learn on your own schedule, via 24/7 access on your computer or other Internet-accessible device.
- Earn cost-effective P.A.C.E.® continuing education credits.
- Participate in social media networks set up specifically for Certificate Program graduates.

How long is the LQMS Certificate Program?

The program consists of 14 online modules. Each module can be completed in one to two hours and includes a lesson, additional transcript information, case study activities, and a quiz. The program concludes with a 50-question final exam, which does not have a time limit.

Will I get continuing education credits for the LQMS Certificate Program?

Upon successful completion of all modules, and a passing score on the comprehensive multiple-choice examination, the participant will earn an LQMS certificate of achievement and 13 P.A.C.E.® credits.

What type of Internet access do I need for the LQMS Certificate Program?

You must have Internet access and Internet browser software installed on your computer to view the e-learning materials in this course. We recommend the following Internet browsers and browser settings:

- [Google Chrome®](#)
- [Mozilla Firefox®](#): version 10 or higher
- [Apple Safari®](#)

NOTE: Internet Explorer will not work properly with this program. It is a slower browser and does not properly record information into the system. If you use Internet Explorer to view this program, you will not be able to unlock each module.

What is the price of the LQMS Certificate Program?

The cost of the certificate program is \$1,000. Discounts are available for CLSI members. For even greater savings, you can also purchase the program in a bundle with other related products. Please see our [online shop](#) for more details.

How can I pay for the LQMS Certificate Program?

CLSI accepts the following credit cards: VISA, MasterCard, American Express, and Discover. Purchase orders are accepted from US and Canadian customers, and must be faxed to 610.688.0700 or emailed to customerservice@clsi.org.

Who created the LQMS Certificate Program, and what is it based on?

This online certificate program was prepared by content experts and provides comprehensive coverage of a QMS within a clinical laboratory practice. Each of the 12 QSEs, which are discussed in various related CLSI documents, is thoroughly reviewed in this program. More information on the expertise of our faculty is available on [our website](#).

Do I need to purchase reference materials with the LQMS Certificate Program?

It is recommended that participants purchase the LQMS Certificate Program and The Key to Quality™ as a bundled package, because The Key to Quality is referenced in many of the modules. Additionally, CLSI document QMS01 (formerly GP26) is heavily referenced, and should be part of any organization's document collection.

Does the LQMS Certificate Program contain an audio portion? If so, how do I access it?

Yes, the program offers audio accompaniment. You will need speakers or headphones in order to hear the audio.

Who will answer my questions while I am taking the LQMS Certificate Program?

Please contact CLSI Customer Service at 610.688.0100 or customerservice@clsi.org.

Can I re-enter the LQMS Certificate Program once I have completed it?

Yes, you can access the program at any time. We encourage you to use the LQMS Certificate Program as reference material as you work to implement a QMS in your laboratory.

Is there an end-date that I need to complete the program by?

No, there is no end-date. You can work at your own pace.