



## 1 OBJET DE LA PROCÉDURE

Le processus d'amélioration continue permet d'intégrer l'ensemble des données issues de différents outils d'évaluation (indicateurs qualité, audits internes et externes, non conformités, réclamations clients, enquêtes satisfaction, suggestions, risques, ...) pour identifier les différentes opportunités d'amélioration et les traduire en plans d'action (se référer à la procédure générale SLL-B2P-QUAL-PG-014).

Concernant le recueil des informations relatives à la perception / satisfaction des clients, le paragraphe 4.13.4 de la norme NF EN ISO 15189 : 2012 définit les exigences suivantes :

### 4.13.3 Évaluation des retours d'informations de la part des utilisateurs

Le laboratoire doit obtenir des informations relatives à la perception de l'utilisateur pour savoir si la prestation a répondu aux besoins et exigences des utilisateurs. Les méthodes d'obtention et d'utilisation de ces informations doivent inclure la coopération avec les utilisateurs ou leurs représentants lors de la surveillance des performances du laboratoire, à condition que le laboratoire garantisse la confidentialité à l'égard des autres utilisateurs. Les enregistrements des informations collectées et des actions menées doivent être conservés.

Il existe 4 niveaux de qualité pour les prestations fournies par le laboratoire de biologie médicale et d'anatomie et de cytologie pathologiques du pôle B2P (LBM B2P) à ses clients (voir figure 1) :

- La **qualité voulue (ou prévue)** (objectifs qualité du laboratoire qui doivent être en adéquation avec les exigences réglementaires et celles de l'accréditation) ;
- La **qualité offerte** (qualité effective des prestations fournies, évaluée notamment lors des audits internes et des évaluations Cofrac) ;
- La **qualité perçue** (perception / opinion / satisfaction des clients vis-à-vis des prestations offertes) ;
- La **qualité attendue** (attentes et besoins des clients vis-à-vis des prestations).

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