

Scientific Program

09.00 Introduction and Welcome

09.15 Quality Management Systems: definitions and descriptions

Dr Christoph Keck

10.00 Benefits of TQM and its basic requirements

Dr Christoph Keck

10.30 Discussion followed by coffee break

11.15 Process mapping and tools

Dr Cecilia Sjöblom

12.00 QMS in ART: a case study

Dr Christoph Keck

12.30 Discussion followed by Lunch

14.00 Quality management procedures in the Clinic: ISO 9001:2000

Dr Christoph Keck

14.45 Quality management procedures in the IVF/Andrology laboratories

Dr Cecilia Sjöblom

15.30 Coffee break

16.00 Quality management in administrative procedures and finance

Dr Christoph Keck

16.45 Summary and concluding remarks