

ABSTRACT

The laboratories are including of the more bigger healthcare organizations. There are very important part of the healthcare. This departments were the first where they have been started with the quality management system. It was Good Laboratory Practice (GLP).

The aim of my diploma work is the description of the quality management system in the laboratories of the Faculty Thomayer Hospital. The type of the research work is the Case study. The topic is the implementation and the evaluation one of the quality management systems – the certification accordance with the International Standard ISO 9001:2009 – the Quality management systems – Requirements on the department of the Clinical Haematology and the Department of the Clinical Biochemistry. The part of the research describing the implementation of the change in the quality management system, the evaluation of the achieved results and the comparison of the previous situation on this departments.

Keywords: quality management system, certification, implementation of the change, laboratories, case study