



MONDAY JUNE 29

Foundations & Technical Requirements

Chairs: Fabio Del Ben (CRO Aviano National Cancer Institute IRCCS, Aviano, Italy)
& Gian Luca Salvagno (University of Verona, Italy)

09:30 - 10:00	Welcome and Coffee
10:00 - 11:30	Quality Frameworks & Documentation
10:00 - 10:45	Core principles of Quality Management (ISO 15189:2022 and JCI standards)
10:45 - 11:30	Document control: Writing SOPs and managing quality/technical records
11:30 - 12:00	Coffee break
12:00 - 13:15	Resource Management
12:00 - 12:45	Equipment & Reagents: Calibration, maintenance, and inventory traceability
12:45 - 13:15	Personnel: Qualifications, competency assessment, and continuous training
13:15 - 14:15	Lunch break
14:15 - 16:15	Analytical Quality
14:15 - 15:00	Method Validation & Verification
15:00 - 15:15	Coffee break
15:15 - 16:15	Internal Quality Control (IQC) and External Quality Assessment (EQA)

TUESDAY JUNE 30

Risk, Performance & Continuous Improvement

Chairs: Fabio Del Ben (CRO Aviano National Cancer Institute IRCCS, Aviano, Italy)
& Gian Luca Salvagno (University of Verona, Italy)

08:30 - 09:00	Welcome and Coffee
09:00 - 10:45	Risk & Performance Monitoring
09:00 - 10:00	Risk assessment
10:00 - 10:45	Quality Indicators (KPIs)
10:45 - 11:15	Coffee break
11:15 - 13:00	Evaluation & Governance
11:15 - 12:15	Internal and External Audits
12:15 - 13:00	Management Review
13:00 - 14:15	Lunch break
14:15 - 15:45	Problem Solving & Resilience
14:15 - 15:00	Complaints & Corrective-and-preventive-actions (CAPA)
15:00 - 15:15	Coffee break
15:15 - 15:45	Quality under Cyber Attack
15:45 - 16:45	From Theory to Practice
15:45 - 16:30	Q&A
16:30 - 16:45	Wrap-up: continuous improvement as a daily habit