
Table of Contents

GENERAL POLICIES	ix
QSE 1 – Organization	1
Key Concepts	1
Key Terms	1
Examples of Objective Evidence	1
1. Organization	2
1.0 Organization	2
1.1 Executive Management	2
1.2 Quality System	4
1.3 Policies, Processes, and Procedures	5
1.4 Risk Assessment	6
1.5 Operational Continuity	8
1.6 Emergency Preparedness	8
1.7 Communication of Concerns	9
1.8 Customer Focus	9
1.9 Facility Status Changes	9
QSE 2 – Resources	10
Key Concepts	10
Key Terms	10
Examples of Objective Evidence	10
2. Resources	11
2.0 Resources	11
2.1 Human Resources	11
2.2 Inventory Resources	13
2.3 Educational Resources	14
2.2A Inventory Resources	15
2.2B Additional Inventory Resources	17
QSE 3 – Equipment	20
Key Concepts	20
Key Terms	20
Examples of Objective Evidence	20
3. Equipment	21
3.0 Equipment	21
3.1 Equipment Specifications	21
3.2 Qualification of Equipment	21
3.3 Use of Equipment	21
3.4 Unique Identification of Equipment	22
3.5 Equipment Monitoring and Maintenance	22

3.6	Information Systems	24
3.7	Technology Infrastructure	27
3.8	Storage Devices for Blood, Blood Components, and Reagents	27
3.9	Liquid Nitrogen Storage and Alarms	28
3.10	Alarm Systems	28
QSE 4 – Suppliers and Customers		30
	Key Concepts	30
	Key Terms	30
	Examples of Objective Evidence	30
4.	Suppliers and Customers	31
4.0	Suppliers and Customers	31
4.1	Supplier Qualification	32
4.2	Agreements	33
4.3	Incoming Receipt, Inspection, and Testing	34
4.4	Customers	34
QSE 5 – Process Control		36
	Key Concepts	36
	Key Terms	36
	Examples of Objective Evidence	36
5.	Process Control	37
5.0	Process Control	37
5.1	General Elements	37
5.2	American Rare Donor Program	48
5.3	Serologic Investigation	50
5.4	Molecular Tests	53
5.5	Results and Reports	53
5.5.1A	Requirements for Investigation Reports	55
QSE 6 – Documents and Records		57
	Key Concepts	57
	Key Terms	57
	Examples of Objective Evidence	57
6.	Documents and Records	58
6.0	Documents and Records	58
6.1	Document Control	58
6.2	Record Control	63
6.3	Electronic Records	67
QSE 7 – Deviations, Nonconformances, and Adverse Events		70
	Key Concepts	70
	Key Terms	70
	Examples of Objective Evidence	70

7. Deviations, Nonconformances, and Adverse Events	71
7.0 Deviations, Nonconformances, and Adverse Events	71
7.1 Deviations	71
7.2 Nonconformances	72
7.3 Adverse Events	73
QSE 8 – Internal and External Assessments	75
Key Concepts	75
Key Terms	75
Examples of Objective Evidence	75
8. Internal and External Assessments	76
8.0 Internal and External Assessments	76
8.1 Internal Assessments	77
8.2 External Assessments	77
8.3 Management of Assessment Results	77
8.4 Quality Monitoring	77
QSE 9 – Process Improvement	78
Key Concepts	78
Key Terms	78
Examples of Objective Evidence	78
9. Process Improvement	79
9.0 Process Improvement	79
9.1 Corrective Action	79
9.2 Preventive Action	80
9.3 Performance Improvement	80
QSE 10 – Facilities and Safety	81
Key Concepts	81
Key Terms	81
Examples of Objective Evidence	81
10. Facilities and Safety	82
10.0 Facilities and Safety	82
10.1 Safe Environment	82
10.2 Biological, Chemical, and Radiation Safety	82
10.3 Handling and Discarding of Products	83
10.4 Environmental Monitoring	83
Glossary	85
