

# LMSS 2021

LAB MANAGEMENT SEASONAL SCHOOL

16 – 20 AUGUST 2021

## The diagnostic laboratory of the future

**POWER** *of* **PROCESS**



# Welcome to LMSS 2021

Power of Process proudly welcomes you to the annual Lab Management Seasonal School 2021. Our aim over the next week is to equip you with the knowledge to perform optimally in your role as aspiring, newly appointed or functional laboratory manager. Our theme "The Diagnostic Laboratory of the Future" has been carefully selected in partnership with our sponsor to provide you with practical tools and methodologies to ensure the future sustainability of your lab. Guest speakers will share their insights about the laboratory of the future. Our aim is to ensure that you leave the 2021 LAB MANAGEMENT SEASONAL SCHOOL with both a broader skill-set and perspective on your role in the laboratory.

## YOU CAN LOOK FORWARD TO:



*Freely sharing experiences and challenges between each other*



*Create ideas and insights that contribute to the growing body of knowledge*



*Participate in knowledge building sessions from keynote presentations and facilitated training sessions*



*Participate in facilitated syndicate group discussions on key challenges and issues*



*Participate in a social programme to enhance networking return on investment (ROI)*

**We have included an overview of the course content and provisional program. You can also look forward to the below educational benefits and outcomes:**

- ✓ Definite knowledge transfer
- ✓ Accredited certificate of attendance
- ✓ 20 CEU's from the SMLTSA
- ✓ Free LabVine membership

**Build your network with other laboratory professionals around the world.**

**Sign-Up now**

*Good luck and enjoy the program*

**Wilhelm Boshoff**  
Founder & Managing Director  
Power of Process (PTY) Ltd

**POWER of PROCESS**

**ThermoFisher**  
SCIENTIFIC



**LabVine**

# Lab Management Seasonal School Overview

## ✓ DAY 1

### **The Laboratory Eco System:**

This session will provide you with insights about the laboratory as a value generating engine and what your role in the business is. It will provide you with insight about the components of the eco-system and how changes in the external environment puts pressure on the lab to continuously adapt to change. It will explain the capabilities that you need to transition from scientist to manager.

## ✓ DAY 2

### **Managing your staff:**

This session will provide you with insight about the components needed to effectively do workforce planning and to develop and manage your staff. You will learn how to link the operational objectives of your laboratory to the job descriptions, individual development plans and performance management of your staff.

## ✓ DAY 3

### **Communication Skills:**

This session will equip you with practical communication skills to effectively communicate in the workplace and business environment. The session will explore the importance of interpersonal skills, verbal, non-verbal, written and visual communication. Topics such as active listening, negotiation, decision making and problem-solving skills will also be discussed.

## ✓ DAY 4

### **Process Improvement:**

When your teams are properly prepared and managed, you also need to look at the physical process. This session will empower you to improve the performance of your lab with a tried and tested methodology and to manage change.

## ✓ DAY 5

### **Quality in the laboratory**

Laboratory managers must be able to externalize their view of quality beyond the walls of the laboratory. This involves understanding what quality elements must be addressed and what is required to continuously support these elements. This session will provide insight into understanding quality elements and how to support the performance of quality elements

[SIGN UP NOW](#)



# Provisional Program Outline 16 – 20 AUGUST 2021

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
13:00 - 13:30	<b>Guest Speaker:</b> <b>Mourad Marcin Kouri</b> Thermo Fisher Scientific	<b>Guest Speaker:</b> <b>Jeremy Schubert</b> The relevance of the diagnostic lab in the future	<b>Guest Speaker:</b> <b>Prof Glenda Davison</b> Higher education for the lab of the future	<b>Guest Speaker:</b> <b>Candice De Carvalho</b> Bioethics Theories and Artificial Moral Machines	<b>Guest Speaker:</b> <b>Larry Hernandez</b> Inspiration
13:30 – 15:00	<b>Facilitated Session:</b> Laboratory Operations and the lab ecosystem	<b>Facilitated Session:</b> Managing your staff to perform in the lab of the future	<b>Facilitated Session:</b> Effective communication and confident leadership	<b>Facilitated Session:</b> Laboratory Process Improvement	<b>Facilitated Session:</b> Managing Quality in the Laboratory
15:00 – 15:15	B R E A K				
15:15 - 17:00	<b>Facilitated Session:</b> Laboratory Operations and the lab ecosystem	<b>Facilitated Session:</b> Managing your staff to perform in the lab of the future	<b>Facilitated Session:</b> Effective communication and confident leadership	<b>Facilitated Session:</b> Laboratory Process Improvement	<b>Facilitated Session:</b> Managing Quality in the Laboratory
17:00 – 17:15	<b>Reflection and closure</b>	<b>Reflection and closure</b>	<b>Reflection and closure</b>	<b>Reflection and closure</b>	<b>Reflection and closure</b>

*\* This program is subject to change without prior notice.*

[SIGN UP NOW](#)

# Our Facilitator



**Andre Gouws**  
*Chief Operating Officer*

Andre is a seasoned skilled development professional with a track record of over 26 years in learning and development and holds a degree in electrical engineering with an international diploma in teaching and training. He has completed the Management Advanced Program through Wits Business School and is a certified NQF assessor, moderator, and workplace coach. He has a passion for people and is known to inspire, motivate, and develop people to help them achieve their business objectives and career aspirations. His engineering background, combined with human resources experience and business management acumen, provides him with a unique skill set to research, develop, and deliver skills development programs that truly impact the bottom line. He is passionate about laboratories and their role in the quality of life and making us live longer. With this in mind, he has developed the Power of Process skills development programs that help laboratories enhance patient care through business management and laboratory performance improvement in a rapidly changing environment.



**e :** andre@joinpop.org  
**m:** +27 83 468 1608  
**w:** www.joinpop.org



<https://www.linkedin.com/in/andre-gouws-48888732/>



**Chief Operating Officer**

Power of Process Full-time  
Apr 2019 – Present  
2 yrs 3 mos  
Cape Town



**LTS Health**

4 yrs 2 mos  
LTS Health Learning  
Mar 2018 – Mar 2019  
1 yr 1 mo  
Cape Town Area, South Africa



**Management Consultant LTS Health Learning**

Full-time  
Feb 2015 – Feb 2018  
3 yrs 1 mo  
Town Area, South Africa

# Our Facilitator



**Linda De Waal**

*Managing Director at Twenty20Science*

Marketing and business manager in the Molecular Life Science arena with a passion for knowledge transfer and skills development. Skillsets acquired in this field include stakeholder management; conceptualizing, implementation, and management of marketing strategies as Southern African Distributor for Invitrogen (now Thermo Fisher Scientific). Implementation of technical training as a marketing tool and in this capacity hosting numerous workshops across Africa. Conceptualize, design and implement a Foundation in Omics course (Genomics, Proteomics & Bioinformatics) with a flexible, tailor-made wet-lab component. Design of E-learning course, CPD and Royal College of Pathology (UK) accredited. Launched a hybrid, portable “Lab in a Bag” wet-lab genomics course to make training accessible to more remote, under-resourced tertiary institutes in SA and in the rest of Africa, which launched in Accra, Ghana 2019.

**e :** linda@twenty20science.com  
**m:** +27 82 557 7811  
**w:** www.twenty20science.com



<https://www.linkedin.com/in/linda-de-waal/>



**Business development Executive**

Founder member/Managing Director  
Twenty20Science Full-time  
Oct 2020 – Present  
9 mos  
Cape Town, Western Cape, South Africa

- Translate T20S vision and mission into actionable tasks, to facilitate our envisaged outcomes
- Conceptualize, developed and implement new programmes as the market need indicates
- Identify collaborative opportunities for training and funding
- Play an active role in bridging the gap between graduate skill sets and employer needs, through collaboration with Tertiary Institutes and Industry partners

**Marketing and Skills development manager**

CPGR  
Aug 2013 – Oct 2020  
7 yrs 3 mos  
Cape Town Area, South Africa

- Responsible for driving the organization's Genomics and Proteomics services business in Africa.

# Guest Speakers



## **Mourad Marcin Kouri**

*Senior Director Africa & Middle East at Thermo Fisher Scientific*

Marcin is a dynamic senior business leader with a career spanning over 20 years. He has had great success at the forefront of new business development and strategic operational leadership for global diagnostics, biotechnology and life sciences companies such as Chiron, Bayer, Siemens and bioMérieux. With his demonstrated track record of building highly effective strategies for capturing market share and driving expansion into new international markets, he led Thermo Fisher Scientific's impressive Life Sciences division in Africa for 5 years. With proven results in revenue generation and competitive positioning, Marcin was appointed as Africa Director in 2018. Skilled at providing exceptional direction and structure for country and regional operations, ensuring the processes and procedures necessary to create a solid platform for business growth and development, he was appointed as Senior Director MEA in January 2021, to build star-quality teams with the skills necessary to fulfill cross-functional roles and realize corporate vision.

**Date:** 16 August 2021

**Time:** 13:00 - 13:30

**Topic:** Introduction of Thermo Fisher Scientific

[VIEW ON LINKEDIN](#)

<https://www.linkedin.com/in/marcinkouri/>



## **Jeremy Schubert, MBA, MPH**

*Healthcare Strategist | Digital Transformation Leader*

An accomplished and versatile Global Business Leader with a 28-year track record of innovation and performance excellence maximizing enterprise sales and profits. Known as a Business Builder with a proven ability to motivate and develop people to achieve 'wild success' while effectively establishing business process to enable success across the enterprise.

A master of Health Economic and Public Health Strategy with a unique ability to craft and communicate aspirational Vision while simultaneously outlining a clear, innovative road map for internal and external execution ... inclusive of building the appropriate healthy high performance culture to support the Vision.

Broad Business Experience in Marketing, Sales, Finance, Business Development, Operations and R&D. Can lead a business from 0 to 100 ... or from 100,000 to 1,000,000.

Consistent Achievement through entire career of exceeding expectations and historical benchmarks, outperforming peers and competitors, while optimizing the P&L for maximum short and long-term return.

**Date:** 17 August 2021

**Time:** 13:00 - 13:30

**Topic:** The relevance of the diagnostic lab in the future

[VIEW ON LINKEDIN](#)

<https://www.linkedin.com/in/jeremy-schubert/>

# Guest Speakers



## **Prof Glenda Davison**

*Associate Professor at Cape Peninsula University of Technology*

Glenda Davison obtained a PhD at the University of Cape Town in 2012, and currently serves as Associate Professor and Head of the department of Biomedical Sciences at the Cape Peninsula University of Technology. She began her career in Haematology at Groote Schuur Hospital/UCT and continues to be associated with the Department as an Honorary Senior Lecturer. Glenda has published articles in both local and international peer-reviewed journals and serves as a councillor for the International Society of Laboratory Haematology. Her passion is to create an inclusive learning environment for future laboratory professionals.

**Date:** 18 August 2021

**Time:** 13:00 - 13:30

**Topic:** Higher Education for the lab of the future

[VIEW ON LINKEDIN](#)

<https://www.linkedin.com/in/glenda-mary-davison-48a53b46/>

---



## **Candice De Carvalho**

*Director of medical ethics at Easy Ethics CPD; Digital Marketing Strategist*

Candice creates medical ethics CPD content with a focus on emerging technologies in medicine. Topics of interest include AI in medicine, robotics, automated chat bots and new wearable devices.

Candice has experience in delivering CPD ethics talks at conferences. Her greatest passion is to provide the medical fraternity with relevant and engaging ethics content that will both educate and inspire. In 2018, Candice was selected for the first cohort of FUTURE FEMALES from among 450 other applicants globally with her new business concept in providing digital learning ethics CPD content.

**Date:** 19 August 2021

**Time:** 13:00 - 13:30

**Topic:** Bioethics Theories and Artificial Moral Machines

[VIEW ON LINKEDIN](#)

<https://www.linkedin.com/in/candiceleedecarvalho/>

---

# Guest Speakers



## Larry Hernandez

Founder and Visionary - *Inspire2* "WANT TO" LLC

Imagining a Servant **LEADERSHIP** culture and strategy that inspires a **TEAM** to exceed their Personal and Professional goals that transforms them from a "have to" to a "WANT TO" GROWTH mindset. Creating a **LEADERSHIP** culture that sets new standards for **TEAM** performance while exceeding business goals in a resilient / sustainable way, builds best in class **LEADERS**, and always attracts the best talent available. And as importantly influences the **TEAMS** Personal and Professional life trajectory in a positive way.

### Life Break "GRATEFUL and BLESSED" – Hernandez family

One of the best decisions of my life. Retired for three important reasons faith, family, and personal health. Transformational impact has been accomplished in all three areas. Highly recommend. Excited about the journey ahead. Looking forward to the **LEADING, INSPIRING,** and bringing out the best in others. A Life Break has changed our lives and allowed us to **GROW** for the better in every way.

### Abbott Labs – Diagnostics Division (32 Years)

Transformational Servant LEADER for 32 years in the Diagnostics business. Managing Director, Commercial LEADER of the U.S. for both Hospitals and Distribution Channels. Build and developed the top TEAMS / LEADERS in the industry with best in industry results. Most importantly, impacted the Personal and Professional purpose goals of the TEAM that impacted their lives trajectories in a positive way. Many of our LEADERS now have top positions in many different companies and they are now building LEADERS as well.

Education – Northern Illinois University BS Marketing

My Most Recent **DASH** Moment



**Date:** 20 August 2021

**Time:** 13:00 - 13:30

**Topic:** Inspiration

[VIEW ON LINKEDIN](#)

<https://www.linkedin.com/in/lawrence-e-hernandez-127a20/>



# LMSS 2021

LAB MANAGEMENT SEASONAL SCHOOL

SIGN UP NOW