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Digitalization & AI in Laboratory Quality Management

KLG International Group Course

30 October 2025

Dubai, UAE

Remote

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DIGITALIZATION & AI IN LABORATORY QUALITY MANAGEMENT

WHAT WE OFFER

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OVERVIEW

1 Unlocking the Potential of AI and Digitalization for Smarter Quality Management

In today's rapidly evolving landscape, quality management in laboratories must not only ensure compliance and efficiency but also contribute to the overall success of an organization. Digitalization and artificial intelligence (AI) offer powerful tools to enhance quality processes, improve decision-making, and drive continuous improvement.

This one-day workshop provides a deep dive into how digital transformation can revolutionize quality management systems in laboratories. Participants will explore the latest advancements in digital quality management, AI-driven analytics, and automation. The session will cover:

- **Interactive & Real-Time Quality Management** – How digital QMS solutions keep systems up-to-date and engaging for users.
- **Enhanced Collaboration & Communication** – The role of mobile collaboration tools in strengthening quality culture.
- **Automation & Error Reduction** – How AI-driven digital tools minimize human errors and improve efficiency.
- **AI-Powered Insights & Process Optimization** – Leveraging process mining and real-time dashboards to detect inefficiencies and improve quality control.
- **Customer Satisfaction Through Digital Tools** – Using social media and AI to monitor and respond to quality issues proactively.
- **Hands-on Experience with Open-Source AI Tools** – Practical applications of Orange, ChatGPT, and other AI-powered technologies in laboratory quality management.

Participants will also assess the digital maturity of their laboratory's quality management system and develop actionable strategies for implementing AI-driven improvements.

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TARGET AUDIENCE

This workshop is designed for professionals involved in laboratory quality management, digital transformation, and process optimization, including:

🔹 Quality Managers & Quality Assurance Professionals – Looking to enhance laboratory QMS with digital tools and AI-driven insights. 🔹 Laboratory Managers & Compliance Officers – Seeking efficient ways to improve data accuracy, reduce errors, optimize processes, and improve compliance with ISO/IEC 17025, ISO 15189, and other standards. 🔹 Professionals in R&D and Analytical Laboratories – Integrating AI to enhance testing accuracy and reporting.

MINIMUM REQUIREMENTS TO PARTICIPANTS

Participants should have a basic understanding of laboratory quality management systems (e.g., ISO/IEC 17025, ISO 15189), quality control principles, and data analysis. Familiarity with laboratory processes and general computer literacy are beneficial, but no prior experience with AI or programming is required.

WORKING LANGUAGE OF THE TRAINING COURSE

English

CERTIFICATES

Upon successful completion of the training, participants will receive a KLG International Group Confirmation of Attendance Certificate. Those taking this course as a refresher for the European Organization for Quality (EOQ) Laboratory Quality Managers and Assessors are eligible to apply for a three-year extension of their EOQ certificates.

EUROPEAN ORGANIZATION FOR QUALITY

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DETAILED PROGRAM

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Digitalization & AI in Laboratory Quality Management

9:30 – 10:30 AM | The Role of Digitalization in Quality Management

- The economic impact of quality management: reducing errors & increasing customer satisfaction
- Benefits of digital quality management systems:
  - Enhancing user experience and engagement
  - Mobile collaboration tools for improved communication and quality culture
  - Automating and accelerating quality processes
  - The concept of "augmented workers" and error reduction

10:30 – 10:45 AM | Coffee Break

10:45 – 12:30 PM | AI & Data-Driven Quality Management

- Measuring customer satisfaction through digital tools (social media, real-time feedback)
- Process mining for identifying inefficiencies in quality processes
- Dashboard solutions for real-time monitoring and cost optimization
- AI-powered quality management:
  - Automated detection of quality issues
  - AI-driven decision-making and corrective actions
  - Chatbots (e.g., ChatGPT) for audits, statistical tests, and data analysis

12:30 – 1:30 PM | Lunch Break

1:30 – 2:45 PM | Practical Workshop: Assessing Digital Maturity in Laboratory QMS

- Evaluating the digitalization level of your laboratory's quality management system
- Introduction to open-source tools:
  - Orange for data mining & process analytics
  - ChatGPT and other AI tools for quality management
- Hands-on exploration of digital tools in lab QMS

2:45 – 3:00 PM | Coffee Break

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3:00 – 4:30 PM | Interactive Group Work: Implementing AI in Laboratory QMS

- Case studies: Applying AI and digital tools to solve real-world quality management challenges
- Developing a roadmap for integrating AI into laboratory quality systems
- Best practices and strategies for digital transformation in laboratories

OUR TRAINERS

Dr. Oliver Jöbst is the Managing Director of Successfactory Management Coaching GmbH, bringing extensive experience in consulting and training across quality management system design, digitalization, AI in quality management, Six Sigma, and Lean Management. He holds a doctorate in Plant Management, TPM, and Quality Management, complemented by a background in Material Science. His qualifications include ISO 9001 and ISO TS 16949 auditing, EFQM Senior Assessor certification, a Design for Six Sigma Black Belt, and SAFe 4 Certified Agilist accreditation.

REGISTRATION

Please register using the link on our website:
https://klginternational.com/laboratory-quality-management

or via email at
office@klginternational.com

If you have any questions about the course, please contact
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esoboleva@klginternational.com