

Frequently asked questions at the Quality Control Centre Switzerland (CSCQ)

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The Quality Control Centre Switzerland (CSCQ) is one of two National EQAS organisers for the medical laboratory. Frequently asked questions at the CSCQ from two time periods have been analysed and compared. They form one of the sources for continuous improvement. It turns out that question frequency per se is not a criterion for the intended purpose. Well formulated single questions or remarks from different sources, together with the institutionalized practice of process evaluation, can lead to specific measures.