**Transcript: Closing thoughts from Dr. Pritt**

As laboratory leaders, we are responsible for the overall operations of the laboratory. We hope that this introduction has given you a better understanding of your organization’s quality management system, its areas of strength, and possibly some areas which present some improvement opportunities. A quality management system can help your organization run smoothly.

In other modules, we will explore common challenges that laboratory directors and managers face. And demonstrate how elements of a quality management system can help to manage those situations.