

# Mistakes benchtop simulation: case in a quality control laboratory

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## INTRODUCTION

Uncompliances to Good Manufacturing Practices (GMP) are notified when proceeding analysis in our quality control laboratory.



The "mistakes benchtop simulation" is a transposition in a laboratory of the known tool "chamber of errors".

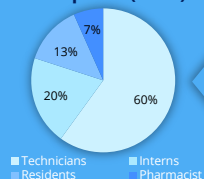
## OBJECTIVE

- Improve quality management
- Awareness of the mistakes' positive culture
- Continuous training of the staff to GMP



## RESULTS

Participants (n=15)



Sessions with 4 à 6 participants

Results feedback to the whole participants



Conduct of a session

Satisfaction survey

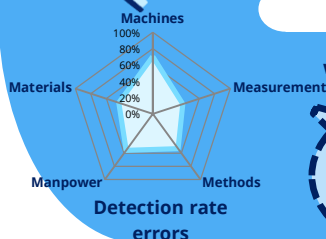
Debriefing by a resident (10 min) + information brochure GMP

Simulation : errors identification (15 min)

Workshop presentation (5 min)

## MATERIALS & METHODS

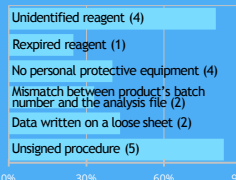
3 differents scenarios on GMP with 11 errors from 5M Method (materials, methods, manpower, machines and measurement)



On average, 6/11 mistakes were identified (min=4; max=8)

Full infectious healthcare waste trash (5)  
Cluttered room (0)  
Products' handling under a turned off exhaust hood (4)  
Untidy benchtop (1)  
Window open in an air-conditioned room (1)  
Unclosed water tap (0)

6 most critical mistakes



Participant's global satisfaction : 8,2/10

Some unplanned errors were also noted

## CONCLUSION

- Important GMP reminders to the staff
- Positive aspects:
  - Interactive and entertaining sides
  - Adaptation of the errors to everyday practice
- This trial will be remade as the participants enjoyed it, with a focus on traceability or documentation
- Creation of duos to favor teamwork

