



**PROLINE**  
MEDICAL

# INDEPENDENT PERFORMANCE QUALIFICATION SERVICES

Helping maintain standards  
compliance and optimum  
performance efficiency through  
validation and education

- ✓ VALIDATE
- ✓ EVALUATE
- ✓ EDUCATE

# OUR SERVICE OFFERING

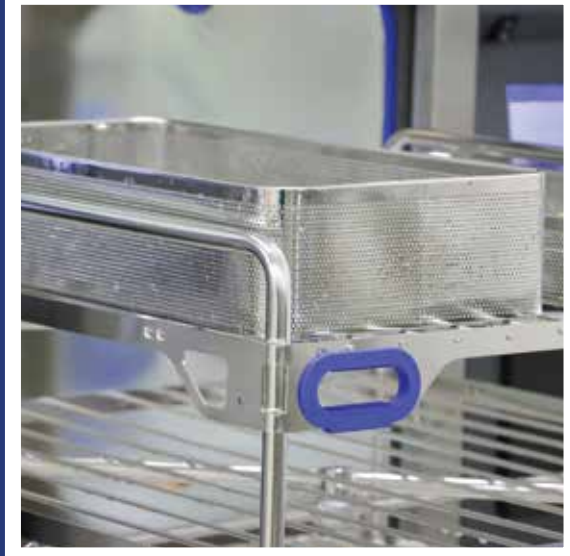
Proline Medical offers flexible independent Performance Qualification (PQ) and Re-Qualification (RQ) services to Health Service Organisations (HSO). We cover all brands and models of Decontamination and Sterilisation equipment across Central Sterilising, Endoscopy and Oral Health Departments.

Our annual PQ process ensures equipment is performing as intended in accordance with AS/NZS4187:2014, the upcoming AS5369 and its associated ISO and EN standards.

Our highly experienced validation specialists work closely with HSO customers to ensure their equipment consistently operates as per the pre-determined performance criteria.

## THE ASSURANCE THAT YOU NEED

- Our PQ protocols are developed in line with industry standards AS/NZS4187, the upcoming AS5369 and associated ISO and EN Standards. Our protocols are regularly reviewed to ensure they meet the most up to date manufacturer and industry requirements.
- All PQ protocol documentation is controlled using our electronic Document Management System. This is to ensure there is continuity of protocol and content across all reports delivered to HSO's.
- Pricing is agreed at the outset, covering all aspects of the PQ. A tailored package is developed to suit site specific requirements. While our standard PQ service has a set price, we can quote for additional requirements that are outside the scope of our standard offering. This includes but not limited to Steam Quality, Purity and Dryness Testing.



# THE PROLINE ADVANTAGE

Our wholistic approach to every Performance Qualification means that “validating” HSO decontamination and sterilisation equipment forms one of three crucial steps in the process;



## VALIDATE

Proline Medical specialises in the Performance Qualification (PQ) and Re-Qualification (RQ) aspect of the validation process. In accordance with AS/NZS4187:2014 and its associated standards, we rigorously test and record using our NATA certified data logging equipment, ensuring decontamination and sterilisation equipment and its processes are performing optimally as intended. Once complete, we provide an easy to read, comprehensive report for your records.



## EVALUATE

During the Performance Qualification & Re-Qualification process, we closely “evaluate” and audit departmental processes and workflow to identify deficiencies and areas of improvement. This is formally documented and presented to managers post Performance Qualification.



## EDUCATE

Post Performance Qualification, we work closely with departmental managers to prepare custom “education” plans for staff. The key focus is to deliver training which addresses specific knowledge gaps, improving understanding of departmental processes and areas for improvement.

This wholistic approach means we become a source of knowledge and education for our customers post the Performance Qualification and ongoing throughout the year ahead.

# OUR PERFORMANCE QUALIFICATION “PQ” PROCESS



Having confirmed the customer requirements including site specific testing, our team identifies the appropriate PQ service and issues a quotation and service summary document. With the site's approval, Proline Medical will then commence the documentation stage and draft a date for the service work to commence.



Our Validation Team will issue a standard PQ protocol for each item of equipment requiring testing. Additionally you will be provided with a customer requirement checklist. This lists any required consumables if applicable, as well as further relevant supporting documentation.



A commencement date and service schedule is prepared in conjunction with customer requirements and forwarded for final review and approval. Customer specific details such as site induction information, additional consumables requirements and site contacts are noted with the booking.



On the scheduled day, our Validation Team attends site to carry out the PQ service as per the prepared schedule. As a part of this process, Proline Medical “evaluates” current processes and equipment to form a part of the education package delivered, post PQ. Within 7 days of PQ testing completion, the customer receives a completed hardcopy and digital copy of the approved PQ reports including recorded results, printouts, recommended improvement records and relevant test equipment calibration certificates.



In close consultation with the customer, we work to prepare custom “education” plans for staff. Proline Medical conduct training addressing specific knowledge gaps, improving understanding of departmental processes and addressing areas for improvement.

# OUR SERVICE COMMITMENT





# PROLINE

M E D I C A L

✓ VALIDATE

✓ EVALUATE

✓ EDUCATE