

Turnaround Time (TAT) SLA and Quality Policy

Classification: Internal - DEMO / FICTIONAL. Synthetic policy for an Amazon Quick demonstration.

1. SLA definitions

Test class	Target TAT (sample received to result released)	Compliance target
STAT (emergency)	1 hour	99%
Routine chemistry / hematology	24 hours	97%
Molecular / PCR	24 hours	95%
Anatomic pathology (biopsy)	72 hours	90%
Genetic testing	14 days	90%

`tat_breach_pct` in the operations dataset = share of routine samples that missed the 24-hour target.

2. Escalation rules

- Breach above 5% for 2 consecutive months: Lab Director action plan within 7 days.
- Breach above 10%: COO review; key accounts in the affected region must be contacted proactively by the account owner.
- Sample rejection rate above 2%: pre-analytical review (collection, transport, labelling).

3. Capacity rule of thumb

- Sustained utilisation above 85% of rated single-shift capacity predicts rising TAT breaches.
- Overtime is a short-term buffer only (maximum 8 weeks) because it increases error risk and staff turnover.

4. Quality and accreditation

- All labs maintain ISO 15189 accreditation. Any change of process, instrument or partner lab must go through the change control procedure and QA sign-off.