For quality control samples that fall out of expected range. 
*Do not process any patient samples until the problem is rectified.*

1) Report problem to the Lab Director.

2) Document the problem in the QC Log and the Action Log.

3) Review procedure with technician/technologist who did procedure.

4) Check the expiry date and obvious evidence of contamination on all reagents and solutions used.

5) Ensure storage of reagents and solutions is appropriate.

6) Check the log of freezer, fridge and other to ensure within expected performance range. Check certification and log and pass service record of centrifuge and microscopes.

7) Remake reagents in appropriate solutions.

8) Repeat appropriate stain on QC samples. Discuss repeated QC results with Lab Director.