

## Letter to the Editor

To  
The Editor-in Chief  
Journal of Applied Biochemistry & Laboratory Medicine (JABLM)

Sub: Letter to Editor regarding the original article: Requirement of six core competencies for non-technical personnel working in a Health care facility: A proposed model

Dear Editor in Chief,

In response to the Original Article "Requirement of six core competencies for non-technical personnel working in a Health care facility: A proposed model" published in your esteemed journal in the October 2023 Issue authored by Anannya Ghosh and Apratim Chatterjee, I would like to point out a few observations.

At the outset I would like to thank and congratulate the authors for bringing forth an issue of utmost practical importance, that needs to be focussed and discussed much more, but unfortunately is often overlooked. In any diagnostic laboratory, the focus of training and evaluation most often rests on the technical staff who are directly involved in the process of testing. But the role of the non-technical staffs, though often overlooked, can in many cases affect all the phases of a laboratory testing – viz, pre-analytical, analytical and post-analytical. Thus, developing and improving processes to train and evaluate the non-technical staffs, putting them in a PDCA format for continuous improvement can lead to immense improvement in the quality of laboratory performance.

The Model of "6 core competencies" proposed by the authors is an interesting and praiseworthy effort towards that goal. But, in my opinion, there is still large scope remaining in developing and improving models for training and evaluation of the non-technical staffs of clinical laboratories.

I would request the Editor in chief to encourage considering and publishing this kind of research articles further, which may go a long way in filling the large lacunae of this mostly overlooked domain of laboratory performance.

Thanks, and regards,

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