



*Better health through
laboratory medicine.*

LABORATORY OPERATIONAL MANAGEMENT CERTIFICATE

Sue-Haida de Palm

Has successfully completed the AACC Laboratory Operational Management Certificate Program, an online education program which covers an overview of rapid change management, as well as quality systems management, process improvement systems, utilization management, financial management and metrics, and equipment acquisition and contracting.

June 10, 2024

A handwritten signature in black ink, reading "Shannon Haymond".

Shannon Haymond, PhD, MSPA, DABCC, FACB
President
AACC

A handwritten signature in black ink, reading "Leo Serrano".

Leo Serrano, FACHE, DLM(ASCP)
Faculty Chair
Lab Operational Management Certificate Program