



NATA Education & Advisory Services

April 2026 Newsletter

Dear NEAS client

Welcome to this month's edition of the NATA Education & Advisory Services Newsletter.

NEAS news

- Now available -

July - December Public Schedule

NATA Education & Advisory Services

JULY – DECEMBER PUBLIC SCHEDULE NOW PUBLISHED!

Plan ahead and secure your spot in our upcoming public courses.

View the full schedule on our website.

View Schedule Now
neas.com.au/course-calendar/

HIGH QUALITY TRAINING | EXPERT FACILITATORS | REAL WORLD IMPACT

[COURSE CALENDAR](#)

Articles

Why Competent Teams Still Get It Wrong: The Human Factors Behind Non-Conformances.

ARTICLE

Your systems are sound. Your team is competent. So why do things still go wrong?

The reality is that even experienced professionals are influenced by pressure, assumptions, and split-second decisions made in complex environments. Many non-conformances don't stem from poor procedures or lack of training, but rather from the human factors that shape how decisions are made day to day. From cognitive overload to hesitation in escalating concerns, these influences often go unseen but have a direct impact on quality outcomes.

In this article, we explore the hidden drivers behind these decisions and share practical ways laboratories can strengthen judgement, support their people, and reduce recurring issues—without adding unnecessary complexity to their systems.



[READ FULL ARTICLE HERE](#)

Recent events

ASDG Quality Management Training

In April, we had the pleasure of delivering a highly engaging workshop in collaboration with the Australasian Society of Diagnostic Genomics (ASDG), held at the QT in Canberra. With over 60 participants in attendance, the session brought together professionals from across the genomics sector, representing a diverse range of roles and experience levels.

The workshop focused on quality management in diagnostic genomics laboratories, with strong participation and interaction throughout the day. Attendees explored key concepts including quality systems, risk-based thinking, and practical approaches to maintaining accuracy, reliability, and continual improvement in laboratory practice.

A highlight of the session was hearing from Leesa Bruggink, whose expertise and facilitation helped guide insightful discussions and practical learning activities. It was

also fantastic to have the support and contributions of the ASDG Chair and Committee, reinforcing the importance of collaboration across the genomics community.

The level of engagement in the room reflected a shared commitment to strengthening quality practices across the field. Overall, the session was a great success, providing a valuable opportunity for knowledge sharing, networking, and professional development.



Approaches to Measurement Uncertainty: Aligning practice with standards and purpose.

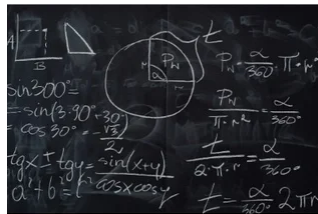
INSIGHTS FROM OUR RECENT WEBINAR

Measurement uncertainty is often seen as complex and difficult to apply in practice, especially when translating technical requirements into meaningful outcomes. This

webinar tackled that challenge by reframing its purpose within ISO/IEC 17025—highlighting that measurement uncertainty is not just a calculation exercise, but a critical tool for informed decision-making.

The session explored how measurement uncertainty helps quantify the risk of false passes and failures, and how these risks can impact safety, quality, and overall confidence in results. It also outlined two key approaches: the bottom-up method, which evaluates individual sources of variability such as equipment, environment, and operator influence; and the top-down method, which draws on existing performance data including quality control results and inter-laboratory comparisons.

Overall, the webinar provided practical guidance to help laboratories choose a fit-for-purpose approach based on their specific test methods, available data, and the need to produce reliable, defensible results.



[EXPLORE WEBINAR RESOURCES](#)

Upcoming events

Free Psychosocial Health webinar

Don't miss the next 1-hour free webinar in the series: **Beyond hazards & PPE Embedding psychological health into laboratory safety systems** coming up on 29 May 2026.

[READ MORE & BOOK...](#)

NATA Accreditation Matters Conference

7-8 July 2026 in Melbourne

We are excited to be exhibiting and presenting at this year's conference and look forward to seeing you there.

[READ MORE & REGISTER...](#)

Did you know?



Venus has an optical phenomenon called 'glory' which - like a rainbow - forms when sunlight falls on cloud droplets. However, glories are caused by the interference of light waves within droplets, whereas rainbows are caused by the reflection, refraction and dispersion of light.

See you next month.

Regards,

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