

## QUALITY ASSURANCE SERVICES

### Project Highlights:

- Data Quality Objectives
- Quality Manual
- Standard Operating Procedures
- NELAC Compliance
- Training & Education
- Annual Performance
- Laboratory Audit

### REVIEW OF LABORATORY'S QUALITY SYSTEMS-SFWMD

International Analytical Group, Inc. (IAG) reviewed the Quality Systems for the South Florida Water Management District (SFWMD) laboratory according to the SFWMD's Standard Operating Procedure (SOP) for managerial review of quality systems. The project involved a review of all aspects of operation and documentation of the laboratory, to ensure compliance with NELAC audit requirements and production of a report summarizing findings and giving recommendations for improvement.

IAG personnel visited the laboratory over the course of two days, interviewed personnel, reviewed documentation, and conducted a mock audit in order to complete its review of the Quality Systems. IAG verified that the laboratory had specific targets for round robin studies and accuracy and precision targets for each parameter and checked if these objectives had been

met. IAG reviewed the laboratory's Quality Manual for currency, format, and content. In addition, IAG reviewed laboratory records to ensure that an SOP existed for each test and major task in the laboratory.

Each SOP was also reviewed to verify that it was written to meet NELAC format. IAG verified that the laboratory had all necessary certifications and approvals from EPA, FDEP and FDOH.

IAG inspected the laboratory's internal training records for QA/QC, field training, ethics policy, and analytical SOP training to determine if additional training was necessary. In order to assess the laboratory's annual performance, IAG examined the proficiency testing studies, round robin studies, MDLs, and turn-



around times. IAG also evaluated the laboratory's general organization, the data review process, the QA process, and other relevant reports and documentation.

### LABORATORY AUDIT AND REPORT OF FINDINGS AND RECOMMENDATIONS

In addition to its review of the Quality Systems of the laboratory, IAG also evaluated the laboratory's productivity, feedback from clients, goals for expansion, etc.

IAG followed a sample selected at random through the entire process from sample custody to delivery of analytical report to the client in order to obtain an accurate insight into the actual operations of

the laboratory.

IAG personnel reviewed all the data and documentation gathered during its visit to the laboratory and generated a comprehensive report of findings and recommendations. The report summarized findings and gave specific recommendations for each area of the laboratory as well as for the overall operation of the laboratory and its organiza-

tional structure. The final report was delivered to the client and its findings and recommendations were discussed in detail.