

Quality management system

All these activities should be controlled by an effective quality management system that fulfils the requirements of ISO/IEC 17025.

If you are serious about quality then don't delay, act now!

You will find helpful information from the East African Standards Committees (EASC) Testing Technical Subcommittee (TTC) on www.eac-quality.net (click on "testing") or contact one of the EAC PT providers:

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East African Community

How to ensure high quality analytical results?

Do you use analytical results as a basis for your decisions?

If you want to make the right decision, you need good quality analytical results. They have to be **fit for the purpose**.

Incorrect decisions may cost a lot of money and they may endanger the health of people or the environment. You may lose your customers.



Decision maker

Are you responsible for the quality of analytical results?

Then it is **your** responsibility to ensure that your customers are satisfied. They trust in the quality of your work.



Internal activities

There are many activities that can be done in-house to ensure high quality results:

- **Validation of methods** ensures that the method and its application in the laboratory are suitable for the intended purpose
- **Quality control charts** help to monitor quality and to immediately inform if a problem occurs
- **Training of personnel** ensures the competence of staff – one of the most critical things in a laboratory

External activities

Control of trueness of the results requires the involvement of external resources

- **Analysis of certified reference materials (CRM)** ensures the traceability of analytical results to internationally agreed standards
- **Participation in proficiency tests** are especially helpful where CRM are not available or affordable. The quality of the results is judged by an independent third-party organisation. This can be used to prove a high quality of results to customers, authorities and accreditation bodies

