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REVISION HISTORY			
Rev	Description of Change	Author	Effective Date
0	Initial release	-	2014-12-01
1			
2			
3			
4			
5			

QM 1.0	GENERAL	Version 1	01/12/2014
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QM 1.1	INDEX AND REVISION STATUS	Version 1	01/12/2014
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The numbering of this quality manual corresponds directly to the numbering of ISO 17025.

This quality manual is only valid if all pages are at the same issue level as shown in D 4031, index quality manual.

Updates to this manual will be made by re-issuing the relevant section of this manual and adapting the issue level in the index.

QM 1.2	PURPOSE	Version 1	01/12/2014
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This quality manual documents our management system and demonstrates the laboratory's ability to execute the indicated tests and/or calibrations and to meet regulatory requirements.

This manual establishes compliance with ISO 17025.

QM 2.0	LABORATORY BACKGROUND	Version 1	01/12/2014
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QM 2.1	ACTIVITIES	Version 1	01/12/2014
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*ABC laboratory completes chemical and microbiological analysis of water samples.
Our laboratory's tests / calibrations include:*

*SANS 143:2012
SANS 54678:2013*

QM 2.2	HISTORY	Version 1	01/12/2014
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This laboratory has been established in 2008 and has been completing the analysis of the water samples. Based on our quality results and excellent turnaround time we have been able to successfully meet the objectives of the organization and meet the expectations of the customer.

QM 3.0	DEFINITIONS AND CONVENTIONS	Version 1	01/12/2014
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QM 3.1	DEFINITIONS AND TERMINOLOGY	Version 1	01/12/2014
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The quality manager is responsible for setting up and maintaining a list of definitions and conventions (D 0001).

Definitions from ISO/IEC, guide 2, edition 1986, "General terms and their definitions concerning standardization and related activities" are relevant.

The list is added to the manual as an appendix.

QM 4.0	MANAGEMENT REQUIREMENTS	Version 1	01/12/2014
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QM 4.1	ORGANISATION	Version 1	01/12/2014
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4.1.1 Legal identity

- 4.1.1.1 ABC laboratory (Pty) Ltd is registered as a private company with registration number 143/05678/2008. The director of the company Mr H Now is the owner.

4.1.2 Organization

- 4.1.2.1 Authority, interrelation, and responsibilities of all laboratory personnel are on file in the form of job descriptions (D 50204) and organizational charts (D 50201). The responsibilities of Quality Manager and Technical Manager are assigned to designated staff as shown in the organizational chart.

4.1.3 Responsibility

4.1.3.1 Director

The Director is responsible for the overall compliance of the laboratory to this Quality Manual and is the direct supervisor of the laboratory manager.

4.1.3.2. Management (Laboratory Manager)

The management of the laboratory:

- A. implements and enforces the applicable good laboratory practices described in reference documents;
- B. provides resources, adjusts workloads, and provides training opportunities for laboratory staff to facilitate completion of assigned tasks in a safe work environment consistent with test requirements and personnel capabilities; and
- C. assigns deputies for both the technical and quality managers in the case of an absence.

4.1.3.2. Technical Manager

The technical manager :

- A. is a scientist who has completed the required level of training as specified in accreditation requirements for the level at which the laboratory maintains accreditation;
- B. is responsible for the overall administrative and technical operations of the laboratory;

- C. specifies and/or approves all methodologies used;
- D. implements good laboratory practices by providing instruction and training as needed, develops work plans and procedures, and requires that these be followed in all day-to-day operations;
- E. assigns only competent personnel to complete tests;
- F. attests, by signature, to the validity of all laboratory tests and reports (a list of Approved Signatories is maintained in the laboratory (D 40310) and
- G. ensures continued accreditation of the laboratory.

4.1.3.4 Quality Manager

The quality manager :

- A. is a scientist who has completed the required level of training as specified in accreditation requirements for the level at which the laboratory maintains accreditation;
- B. coordinates internal audits of the laboratory in accordance with Section 4.14 of this quality manual;
- C. maintains, analyzes, and updates statistical data and/or control charts;
- D. participates in available and relevant proficiency tests, round-robins, and/or interlaboratory collaborative studies;
- E. where necessary, identifies, develops, and implements improvement of the laboratory measurement capability to meet the requirements of NIST, department programs, and laboratory customers;
- F. maintains the quality manual; and
- G. has direct access to management and to the technical manager.

4.1.4. Financial or political considerations don't influence testing.

4.1.5. Top management ensures that appropriate communication processes are established within the laboratory for implementation of the management system, and that communication takes place regarding the effectiveness of the management system.

QM 4.2	MANAGEMENT SYSTEM	Version 1	01/12/2014
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4.2.1. The management system documentation consists of different levels:

- documented statements of the quality policy issued by the laboratory director and the quality objectives (D 40202)
- this quality manual
- documented procedures required by all applicable standards: they detail the implementation of requirements and operation guidelines.
- Instructions: they detail specific quality or inspection information and specific instructions for performance or individual tasks.
- documents needed by the organization to ensure the effective planning, operation and management of its processes, and

- records required by all applicable standards per the records procedure.

When the term documented procedure appears within this quality manual, the procedure is established, documented, implemented and maintained.

Our laboratory maintains its documents on various media such as paper, electronic, magnetic, optical, etc.

4.2.2. Our laboratory has established and maintains this quality manual that:

- defines the structure of the management system.
- makes reference to the quality policy, the supporting procedures (also technical) and the instructions.
- defines the roles and responsibilities of technical and quality staff

The management system documentation is communicated to all relevant personnel. These documents are understood and implemented. They are available at the location needed.

4.2.3. A list of the procedures, the instructions and the quality records which are included in the management system, is maintained (D 40301, D 40302, D 40303, D 40304, D 40305 and D 40306).

4.2.4. Top management is committed to the development and implementation of the management system as well as statutory and regulatory requirements.

Top management communicates to the organization the importance of meeting customer requirements as well as statutory and regulatory requirements.

Top management ensures that the integrity of the management system is maintained when changes to the management system are planned and implemented.

QM 4.3	DOCUMENT CONTROL	Version 1	01/12/2014
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4.3.1. Documents required by the management system are managed per the documentation management procedure (P 403) . Records are a special type of document and are managed per the records procedure (P 413).

4.3.2. The documentation management procedure is established to define the means needed to:

- approve documents for adequacy prior to issue
- review and update as necessary and re-approve documents
- ensure that changes and the current revision status of documents are identified
- ensure that relevant versions of applicable documents are available at points of use
- ensure that documents remain legible and readily identifiable
- ensure that documents of external origin are identified and their distribution managed using the documentation master list, and
- prevent the unintended use of obsolete documents and to apply suitable identification to them if they are retained for any purpose.