

Inverness Laboratory

21-22 November 2017

DWQR Staff Present

Moira Malcolm, Matt Bower

Scottish Water Staff Present (& Titles)

Susan Deuchars, David Mullen, Angela Dignan, Susan Lee, Natasha Openshaw, Peter Whyte,

Tania Fleming, Ruth Porteous, Zoe Long

Summary of Inspection

Overall Summary

The lab is well run with excellent staff whose professionalism is evident in every area. Mundane jobs are carried out diligently, which demonstrates good attention to detail. Staff training is good, with a willingness to allow staff members to advance. A good knowledge of methodology and analysis techniques was demonstrated, and recording practices are also good. QC is recorded using control charts, which are well maintained.