

Inverness Laboratory

Date 4-5 December 2019

DWQR Staff Present

Matt Bower, Cameron Melvin

Scottish Water Staff Present (& Titles)

Angela Dignan, Dave Mc Mullan, Harry Roe, Louise Szmansky

Summary of Inspection

Overall Summary

An excellent audit, with no issues identified. Staff are knowledgeable of both the analytical methods they perform and their wider role within the water industry. The lab is well organised and appears adequately staffed, although there have been challenges with staff turnover. The laboratory seems to have an open, supportive culture and staff appear happy, with some interested in progressing to professional registration. Equipment and reagents are all stored and maintained appropriately and record keeping was good. The laboratory was participating fully with external PT schemes and getting good results, with the possible exception of a few of the chemistry methods where minor bias was a possibility. Vertical audits showed that sampling and transportation was being undertaken in a manner consistent with DWTS requirements.

Number of Findings: 0

Sampling Frequency Compliance

No issues were noted with sampling compliance - samples were generally taken on day required in compliance with regulatory frequencies.

Sampling

Sampling records, where checked were all found to be compliant and sampler training was up to date.

Transportation

Transportation of samples from sample point to laboratory was in compliance with DWTS except where flights were involved and it was not possible to verify temperature compliance. (This is now potentially resolved).

Reagents and Equipment

Reagents checked were all in date and stored correctly. Equipment maintenance was up to date and properly recorded, and where appropriate, external servicing and calibration was done.

Analysis

The taste and odour and Cryptosporidium methods were witnessed, both with no issues noted. In the vertical audits, all analysis records were in order.

Method and Result Recording

Results were being recorded accurately with full transcription checks and authorisation within correct timescales.

Quality Control

AQC was being performed effectively, with appropriate use of shewart charts and raising of process improvements where needed. Staff are well supported by the quality team.

Staffing and Training	
Staff training records were viewed and found to be satisfactory. There was evidence of staff undertaking CPD, which was good to see.	
Action Following Exceedences	
All failures were reported promptly to the public health team, either by telephone or the out of spec report as appropriate	