

Inverness Laboratory

16 & 17 December 2015

DWQR Staff Present

Matt Bower, Moira Malcolm

Scottish Water Staff Present (& Titles)

Susan Deuchars and Sharon Reilly (Quality Team),

David McMullan (Lab Manager), Simon Gillespie (Head of Scientific Services),

Susan Lee (Inverness Team Manager)

Summary of Inspection

Overall Summary

Inverness is a small laboratory which has faced significant personnel challenges during 2015. Excellent skills and knowledge demonstrated throughout the audit by staff at all levels. Within the laboratory, housekeeping was very good and appropriate equipment checks were being undertaken. Good record keeping demonstrated through all processes and reflects the good work that the staff have maintained and responded to throughout the year.

Findings:

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Sampling Frequency Compliance

Regulatory samples taken at appropriate frequencies and evenly spaced throughout the sampling period. No deficiencies noted.

Sampling

Sample record keeping generally at a good standard, however recording sheets do not record all LIMS numbers. Sample techniques not examined.

Transportation

Transportation sufficient, record keeping relating to transport all completed well with good chain of custody demonstrated except where samples are transported by air.

Reagents and Equipment

All equipment is well maintained and calibrations were in order. Daily checks were being done and recorded accurately. Any equipment issues were being picked up and actioned via the AQC diary and PI process.

Analysis

Good analysis techniques demonstrated in all departments.

Method and Result Recording

Recording practices of a good quality throughout.

Quality Control

Robust quality management systems in all areas. Quality team playing a highly effective role in the maintenance of excellent standards in the laboratory. AQC methods being used effectively across all departments.

Staffing and Training

All staff showed good knowledge of methods and techniques and were enthusiastic throughout. This demonstrates good training and management culture. Staff were being given good access to development opportunities. Laboratory fully compliant with Competent Analyst requirements.

Action Following Exceedences

Procedure and practices demonstrated for reporting and progressing exceedences all appropriate and timeous. Good record keeping demonstrated throughout.