

Edinburgh Laboratory

11-13 August 2015

DWQR Staff Present

Matt Bower, Moira Malcolm

Scottish Water Staff Present (& Titles)

Sharon Reilly and Colin Bain (Quality Team)

Summary of Inspection

Overall Summary

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 chain of custody on transportation of samples was excellent and a further improvement on the already good standard encountered during previous audits.

Number of Findings: 0

Sampling Frequency Compliance

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

Sampling

Sample record keeping at a good standard throughout. Sample techniques not examined.

Transportation

Transportation sufficient, record keeping relating to transport all completed well with excellent chain of custody demonstrated throughout.

Reagents and Equipment

Equipment and reagents all maintained well with excellent record keeping. Maintenance and calibrations being performed satisfactorily. Some temperature control equipment 'sensitive' - see finding 2 below.

Analysis

Good analysis techniques demonstrated in all departments. Slight noted issue with a minority of crypto slides - see finding 1 below.

Method and Result Recording

Recording practices of a good quality throughout. Moves being made to increase opportunities for direct data capture.

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.