



# Laboratory Quality Manual

## Introduction

This laboratory quality manual is designed to provide a comprehensive description of the laboratory's quality management system and its implementation of the requirements of ISO/IEC 17025:2018. The laboratory is committed to providing reliable and accurate test results to its customers and stakeholders, and this manual outlines the policies and procedures necessary to ensure that this commitment is met.

## Scope of Accreditation

The scope of accreditation for the laboratory includes air, soil and water sampling and testing activities.

## Quality Management System (QMS) Documentation

The laboratory's QMS is documented in this manual, as well as in related SOPs, forms, and records. The manual and related documents are reviewed and updated as necessary to ensure they remain relevant and accurate.

## Organisation and Management

The laboratory is headed by a Nathan Baratta (CEO), who is responsible for the overall operation of the laboratory and the implementation of the QMS. The CEO delegates responsibilities for specific areas of the laboratory to Dean Olzard (General Manager), the Quality Manager, Queensland State Manager and NSW State Manager, who are responsible for the day-to-day operation of their respective areas.

## Personnel

The laboratory employs qualified personnel who are trained in the specific techniques and methods used in the laboratory. Personnel are also trained in the QMS, including the laboratory's policies and procedures, as well as in the importance of maintaining the accuracy and reliability of test results.

## **Facilities and Equipment**

The laboratory's facilities and equipment are maintained in a manner that ensures their continued ability to produce accurate and reliable results.

## **Sample Receipt and Handling**

Samples are received in the laboratory and are logged into the laboratory's sample tracking system. Samples are stored in a manner that ensures their integrity until they are tested.

## **Test Methods and Procedure**

The laboratory uses [list of test methods] for testing and calibration. All test methods and procedures are validated prior to use and are reviewed and updated as necessary to ensure their continued accuracy.

## **Measurement Traceability**

The laboratory participates in [list of proficiency testing programs/interlaboratory comparisons] to ensure measurement traceability to national and international standards.

## **Data and Records**

All data generated by the laboratory is recorded in a manner that ensures its accuracy, legibility, and security. Records are retained for a minimum of 10 years and are available for review by the laboratory's accreditation body.

## **Internal Audits**

The laboratory performs regular internal audits to assess the implementation and effectiveness of the QMS. The results of internal audits are documented and used to identify and address areas for improvement.

## **Corrective and Preventive Action**

The laboratory has a documented procedure for identifying and correcting nonconformities and for implementing preventive actions to prevent their recurrence.

## **Continual Improvement**

The laboratory is committed to continual improvement of its QMS and test processes. The laboratory regularly reviews its performance and implements improvements as necessary.

## **Conclusion**

The laboratory's QMS is designed to ensure that the laboratory's test results are accurate, reliable, and defensible. The laboratory is committed to maintaining its accreditation to ISO/IEC 17025:2018 and to continually improving its QMS and test processes.