1.0 PURPOSE AND DEFINITIONS

1.1 This appendix provides the policies, definitions, and responsibilities that are required by ISO/IEC 17025 and which supplement the documented quality system.

1.2 ISO/IEC 17025 makes reference to “Technical Operations” and “Support Services.” These departmental references are synonymous with “Service” and the “Service Department.”

2.0 LABORATORY OPERATING POLICIES

2.1 Service personnel maintain independence in the execution of testing and calibration services.

2.2 Service personnel conduct testing and calibration services as prescribed by procedure. If a deviation must be applied, due to customer demand or constraint, the deviation is noted on the Service Order. When the deviation affects or could affect all test data, the test results are recorded on forms without ISO/IEC 17025 endorsements.

2.3 Service Managers and District Managers control the scheduling of testing and calibration services. The schedule is administered in a manner that avoids undue time pressures and the temptation to apply short cuts.

2.4 Customer complaints received by service personnel are forwarded to the appropriate Manager or Supervisor and may be addressed through corrective actions, as defined in QM Section 14. Service staff is trained to keep an open mind to customer dissatisfaction and to treat complaints as an opportunity for improvement.

2.5 Complaints, audit findings or issues raising doubt concerning The Company’s test results are addressed with formal corrective actions (see QP-1400). At a minimum, the corrective action includes an audit of the affected procedure and preventive action to prevent reoccurrence.

2.6 Completed Test and Calibration Reports are considered to be customer confidential material. The reports are kept in organized files to prevent inadvertent distribution and are shared only with the given customer and affected Company personnel.

2.6.1 When necessary to fax a test and certification report, a cover sheet is included which provides a confidentiality statement and instructions for disposing of the document in cases when the fax transmission is mis-directed.
2.7 The Company typically performs testing services at the customer’s location, where confidentiality of their equipment or material is secured through their process. When received in-house, and designated as proprietary during contract review, the confidentiality of the customer’s equipment or material is addressed as defined in the Control of Customer Equipment procedure (see QP-0700).