

# International Organization for Standardization (ISO)

18-21 July 2011

**Global Imperatives Served** 

by Responsible Organizations

**Consumer Health** 

Trade

Economy

Testing

ISO / IEC

OIML

**Standards** 

Quality

Certification

ILAC

IAF

Source: C. Sanetra. 2005<sup>2</sup>

Accreditation

• Founded in 1947

**WTO** 

FTAs

Regulations

Metrology

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Traceability

Comparability

BIPM

CIPM

- Composed of representatives from various national standards organizations
- To promulgate worldwide proprietary industrial and commercial standards that often become laws

3

## **International Bureau** of Weights and Measures (BIPM)

•Created in 1875, after signing of the **Metre Convention** •One of 3 international standards organizations established to maintain the International System of Units (SI) under the terms of the Metre Convention •Thru Consultative Committees and own laboratory work

## **International Laboratory** Accreditation (ILAC)

- •Started as a Conference in 1977 by laboratory and inspection accreditation bodies
- To remove the technical barriers to trade
- By allowing people to make informed decision when selecting a laboratory, as it demonstrates competence, impartiality and capability

5

Codex Recommends Laboratory Quality Assurance for Testing Laboratories in International Trade

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- Use validated methods
- Use reference materials
- Use internal control systems
- Participate in Proficiency Testing
- Be accredited to ISO/IEC 17025

# **ISO/IEC 17025 Requires** Laboratory Quality Assurance

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 The difference between **Good Analytical/Laboratory Practice** and ISO/IEC 17025 is: the amount of DOCUMENTATION to be developed! to demonstrate that a laboratory... \*operates a management system \*is technically competent \*is able to generate technically valid results Source: LabCompliance Tutorial 18-21 July 2011 ASEANFOODS Workshop 2011

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7

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# Lack of Quality Assurance Means

• What is not written is not done.

# • What is not documented is a rumor.

## Laboratories Require Quality Assurance

•Laboratory data are used for decisionmaking.

•It is easy to collect data. It is difficult to collect correct data. It is even more difficult to convince others that your data are correct.

#### •No data is better than bad data.

# ISO/IEC 17025:2005

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- General requirements for the competence of testing and calibration laboratories
- A standard to:
- develop and establish quality system in the laboratory
- assess laboratory clients or third parties

# **Applications of ISO 17025**

- -To all organizations performing tests and/or calibrations
- -To all laboratories regardless of the number of personnel or the extent of the scope of testing and/or calibration activities

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9

# Benefits of ISO 17025

- Improved national and global reputation and image of the laboratory (international recognition)
- Assurance of validity and global comparability of test and/or calibration results (credibility)
- Access to more contacts for testing and/or calibration (markets)
- Continual improvement of data quality and laboratory effectiveness (confidence)

Reduction of the no. of tests required in trading

- ASEANF (reduced costs)
- <sup>18-21 July 201</sup>Source: LabCompliance Tutoriaໍβ

# **5** Elements

- 1 Scope
- **2 Normative References**
- **3 Terms and Definitions**
- **4 Management Requirements**
- **5** Technical Requirements
- Elements 4 and 5 actual accreditation
- requirements

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18-2 Souffee: Quality Network, UK 2006 14

### Requirements vis-a-vis Sample -to- Data Workflow

- Sample
- Sample Handling
- Testing
- Test Report
- Record Maintenance

## Requirements: Sample and Sample Handling

- Sampling Plan
- Sampling Documentation
- Sample Identification & Protection of Sample Integrity

# Requirements: Testing and Test Reports

- Monitoring the Quality of the Test Results
- Test Conditions & Test Results with Estimated Uncertainty

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18-21 Jul Source: LabCompliance Tutorial 17

# Requirements: Record Maintenance

# • Ensuring Record Integrity and Security

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Source: LabCompliance Tutorial

18

# Compliance across All Workflow Steps

- Validation of analytical methods & procedures
- > Equipment calibration, testing & maintenance
- ➤Qualification of material
- ≻Traceability
- >Control of non-conforming testing
- ➤Qualification of personnel
- Controlled environmental conditions
- ➤Written procedures

# Compliance across the Laboratory

Documentation control
 Corrective and preventive actions
 Complaint handling
 Supplier & subcontractor management
 Non-conflicting organizational structure
 Internal audits

### **Management Requirements**

Pertain to the operation and effectiveness of the quality management system within the laboratory
Similar to ISO 9001

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Source: LabCompliance Tutorial

### **Management Requirements**

- ≻Organization
- >Quality system
- Document control
- ➢Review of requests, tenders and contracts
- > Subcontracting of tests and calibrations
- Purchasing services and supplies
- Service to clients
- ≻Complaints
- >Control of non-conforming testing and/or calibration work
- Corrective action
- Preventive action
- Control of records
- Internal audits
- ≻Management reviews

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18-21 JUNY 2011 Ce: Quality Network, UK 2006 22

# Management Requirements: Organization

- Defined roles and responsibilities of the laboratory, the management, and key personnel
- No conflicting interests (e.g. marketing) in structure
- >Appointment of a Quality Manager
- No commercial/financial pressure on all personnel that may impact data quality

# Management Requirements: Management System

- > Available Quality policies, standard procedures
  - & work instructions
- Issued and communicated Quality Manual with policy statements
- Continually improved management system effectiveness

## **Management Requirements: Document Control**

- > Authorized & controlled official documents
- Regularly reviewed & updated documents
- > Same review process for changes

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Source: LabCompliance Tutorial

25

# **Management Requirements: Control of Records**

- $\succ$  Available procedures for identification, collection, indexing, storage, retrieval, &
  - disposal of records
- Assured security, quality & integrity during record storage
- > Available procedures for records protection
- Assured that original records are not overwritten by electronic system

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## **Management Requirements: Purchasing Services/Supplies**

- Selected and formally evaluated suppliers for quality >Maintained records of the selection and evaluation process Verified quality of incoming material against predefined **Specifications** Source: LabCompliance Tutorial
- ASEANEOODS Workshop 2011
- 18-21 July 2011

26

# **Management Requirements: Internal Audit**

- > Available procedure and schedule for internal audits > Yearly audit to cover all elements of the quality system
- > Managed by Quality Manager
- Monitored effectiveness of audit follow-

up activities, e.g. corrective and preventive actions

# **Technical Requirements**

•Address the competence of staff, sampling and testing methodology, equipment and the quality and reporting of test and calibration

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## **Technical Requirements**

- Personnel, accommodation and environmental conditions
- > Test and calibration methods and method validation
- Equipment
- Measurement traceability
- Sampling
- Handling of test and calibration items
- > Assuring quality of test and calibration results
- Reporting the results

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Solirce. Quality Network, UK 2006

# Technical Requirements: Personnel

- Competent personnel, up to management level
- >Appropriate education, experience or training
- Defined tasks, job description, and skills requirements
- >Available and implemented training program
- Evaluated effectiveness of training
- Authorized personnel to operate specific types of instruments, issue test reports, interpret specific results, & train personnel

# Technical Requirements: Accommodation & Environment

- No adverse effect of environmental conditions on required quality of tests
- Monitored, controlled & recorded environmental conditions
- Separate areas for incompatible activities
- Limited access to test areas

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#### **Technical Requirements: Test & Calibration Methods** & Method Validation

- Clearly defined scope of methods & procedures
- >Up-to-date instructions on use of methods & equipment
- >Most recent & verified standard methods
- Fully validated literature methods
- Sample-relevant validation experiments
- >Available MU estimation procedure
- > Verified calculations/data evaluations

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18-21 July 20 Source: LabCompliance Tutoria B3

# DEFINITION

# Method Validation

-Verification (provision of objective evidence that a given item fulfills specified requirements), where the specified requirements are adequate for an intended use

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<sup>18</sup>Source: JGCM 2008 (VIM3)

34

# **Method Validation**

• Makes use of a set of tests that both: \*test any assumptions on which the analytical method is based \*establish/document the performance characteristics of a method thereby demonstrating whether the method is fit for a particular analytical purpose or not.

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# Method Validation:

#### **Typical Performance Characteristics**

 Applicability Selectivity Linearity/Calibration •Trueness Precision •Recoverv Limit of quantitation Limit of detection Sensitivity Ruggedness 18-21 July 2011 ASEANEOODS Workshop 2011

# **Technical Requirements:** Equipment

Conformant specifications relevant to the tests Identified and documented equipment and software Calibrated to establish meeting laboratory specification requirements >Maintained/updated records >Indicated calibration status on unit

## **Technical Requirements: Measurement Traceability**

Traceable (to SI units) equipment calibration >Achieved traceability thru unbroken link - laboratory standard to secondary & primary or national standard (physical metrology). or - certified reference materials or consensus standards/methods (chemical metrology)

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Source: LabCompliance Tutorial 18-21 July 2011 38

# DEFINITION

# **Metrological Traceability**

- property of a measurement result whereby the result can be related to a reference through an unbroken chain of calibrations, each contributing to the measurement uncertainty

### DEFINITION

### **Measurement Uncertainty**

- Non-negative parameter characterizing the dispersion of the quantity values being attributed to a measurand, based on the information used

Source: JCGM 2008 (VIM3)



Figure 4

## Traceability to Potential Primary Methods

- Gravimetry
- Titrimetry
- Coulometry
- Calorimetry (differential scanning)
- Cavity ring down spectrometry
- Isotope dilution mass spectrometry
- Instrumental neutron activation analysis

#### Becomes primary: Only when...

-procedure is completely understood/precisely followed

-staff is competent/experienced

#### to carry out measurement/analysis process

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<sup>18-21 July 2011</sup> Source: R. Kaarls , 2010 45

#### Traceability System for Physical and Chemical Standards



#### Two Essential Elements to Establish Global Mutual Recognition of Chemical Measurements



# Traceability to Identified References

Purity analysis (100 - % impurities) Impurity analysis: MU, less critical

- Calibration solutions
- Calibrators, pure compounds
- Certified Reference Materials (CRMs)
  - \* matrix CRMs
  - \* Recovery factor
  - \* Method validation

#### **Producers**: DEFINITION **Certified Reference Materials** Foreign traceable CRMs from NMIs – **Reference Material** available -NIST (USA) -NMIJ (Japan) - material, sufficiently homogeneous and -KRISS (Korea) stable with reference to specified -NIM (China) properties, which has been established -NMIA (Australia) to be fit for its intended use in -IRMM (EU, Belgium) measurement or in examination of -LGC (UK) -PTB(Germany) nominal properties ASEANFOODS Workshop 2011 <sup>18-21 July</sup> 2011 Source: JCGM 200:2008 (VIM3) ASEANFOODS Workshop 2011 18-21 July 2011 50 49 Conditions

for Traceability Claims

- Only by own primary realization or from another recognized NMI/DI
- Not from a non-NMI/DI
- Not from CRMs delivered by non-NMIs/DIs, unless purity analysis is done by NMI/DI and CRM quality conforms with fit-for-purpose requirement
- Not by result in a comparison or PT scheme

# **Technical Requirements:** Sampling

Documented sampling plan & procedure > Statistical method-based sampling plan Completely described sampling procedure (selection & withdrawal of representative sample) Recorded sampling location & procedure, sampler, etc.

## **Technical Requirements:** Handling Test & Calibration Items

- Uniquely identified tests and calibration items
- Documented procedures for sample transportation, receipt, handling, protection, storage, retention, and/or disposal
- >Available procedures to prevent sample deterioration and cross-contamination during storage & transport

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Source: LabCompliance Tutorial

#### **Technical Requirements: Assuring Quality of Tests/Calibration Results**

>Monitored validity of test results, on an ongoing basis, thru regular quality control samples or participation in proficiency testing programs >Planned, justified, documented & reviewed type & frequency of tests > Regular use of guality control checks, e.g. use of certified reference materials Replicating tests or calibrations on test reports using the same or different methods Retesting or recalibration of retained items Source: LabCompliance Tutorial 54

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DEFINITION

# **Proficiency Testing**

-evaluation of participant performance against preestablished criteria by means of inter-laboratory comparisons



# Technical Requirements: Reporting of Results

- Name & address of the laboratory
- Unique identification of the test report or calibration certificate, e.g. serial no.
- Name and address of the customer
- Identification of the method
- >Description & identification of the item(s) tested or calibrated
- Reference to the sampling plan and procedures used by the laboratory
- >Test or calibration results with the units of measurement
- Name(s), function(s), and signature(s) of persons(s) authorizing the test report or calibration certificate
- >A statement on estimated measurement uncertainty (for test report, where applicable)
- Documentation for opinions & interpretations, clearly marked as such

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<sup>18-21 July 2011</sup> Source: LabCompliance Tutoria

#### Minimum Investments for Laboratory Quality Assurance in Food Composition Data Generation

appropriately qualified staff
properly controlled environment & calibrated equipment/apparatus, & correct reagents/chemicals
validated measurement procedures
appropriate/traceable reference standards\*
appropriate/periodic check standards & control charts (internal QC)
appropriate/periodic/regular proficiency

# **Postcripts 1**

- Metrology is fast evolving: -vocabulary/analytical terminology (VIM3)
  - -MU estimation to include sampling -delivery of traceability from CRMs by NMIs/DIs
- PTs reveal most measurement errors not related to traceability ASEANFOODS Workshop 2011 19-21 July 2011 59

# Postcript 2

# Personal Safety

in the laboratory is included in ISO/IEC 17025

61 ASEANFOODS Workshop 2011 18-21 July 2011