

# Review of the California NELAP Program Evaluation

Kristin A Brown

Program Manager – Utah Environmental Laboratory Certification Program

# 2012 Program Onsite Evaluation

- May 2012 Evaluation
- Evaluation performed by team of two and a quality assurance officer
- Evaluation performed against the 2009 TNI Standard
- Performed following Standard Operating Procedure for the Evaluation of Accreditation Bodies, Revision 3



# 2012 Program Onsite Evaluation

- 1 Day Laboratory observation of California Team
- 2 Days onsite at the Northern California Office

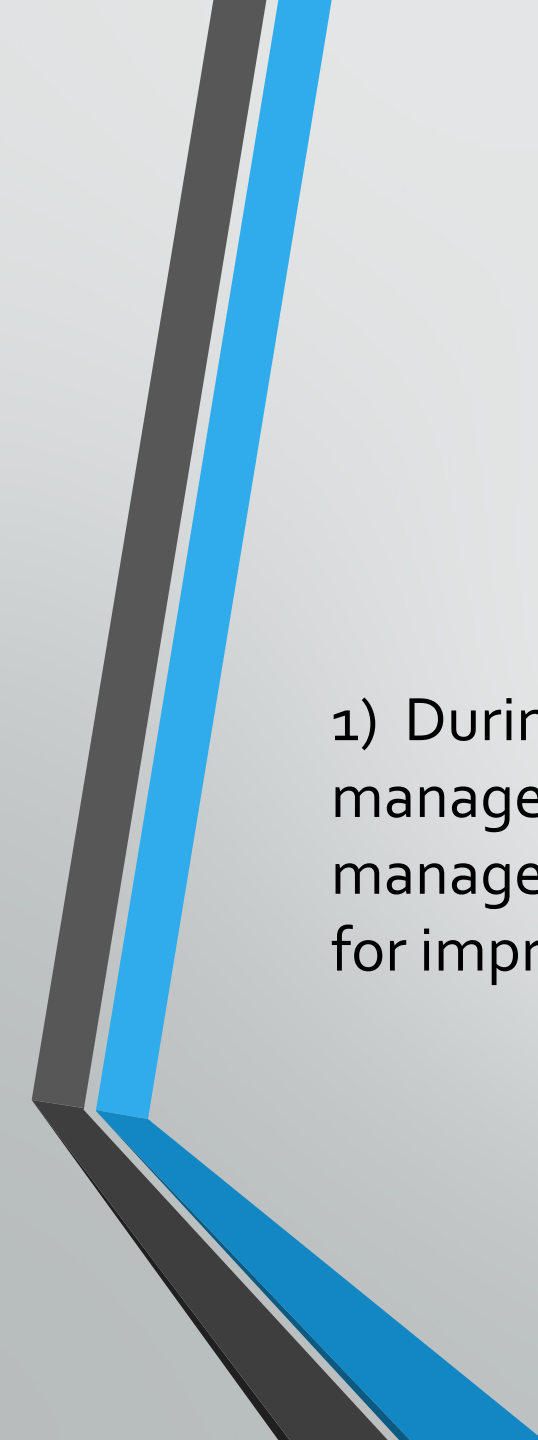
**NELAP ACCREDITATION BODY  
REPORT of ON-SITE EVALUATION  
According to the 2009 TNI Standard**

**California State Environmental Laboratory Accreditation Program**

**Richmond, CA**

# Evaluation Report

Lets take a look back...



# Management Findings

- 1) During the onsite evaluation the CA ELAP did not have a member of management with the responsibility and authority including reporting to top management on the performance of the management system and any need for improvement.



# Management Findings

2) Several of the CA ELAP documents reviewed during the evaluation had been updated recently. At the time of the evaluation the staff of the CA ELAP were not aware of these changes.



# Additional Managerial Items of Concern

- Corrective Action Procedure
- Managerial Review Procedure
- Internal Audit Procedure

# Personnel

- 1) During interviews with CA ELAP staff, a staff member of CA ELAP did not show a knowledge of the ability to conduct a successful assessment.





# Personnel

2) The CA ELAP does not have records to show that its personnel are reviewed for competency and that additional training needs are identified.



# Additional Personnel Concerns

- Training files were incomplete for some employees
- Onsite assessments were not being performed every 2 years +/- 6 months
- Reports were not made available to the laboratory 30 days after the completion of the onsite assessment.

# Complaints

- **Finding:** The documentation of complaints received by the CA ELAP were incomplete. The documentation did not include the validity of the complaint and the actions taken.
  - May 2012 ACIL complaint
  - Supporting Laboratory complaint records



# Observations

- Financial Stability
- Management Structure after the retirement of Branch Chief



# Next Steps

- Develop a plan to address requirements outlined in the evaluation report.
- Work with other NELAP states to implement a program that works for the State of California