

Procedure Manual		Document : AS/WEB/01
		Issue Number : 01
		Date of Issue : January 2019
Title: Procedure for SLINTEC Analytical Services		Revision Number : 00
		Date of Review : December 2018

1. Scope

This document describes the procedures of sample acceptance and handling related to Analytical Services.

2. Definitions

Review – Activity undertaken to determine the suitability, adequacy and effectiveness of the subject matter to achieve established objectives.

3. Responsibility

Analytical Services team

4. Procedure

4.1 Acceptance of Samples

- 4.1.1 Test requests may be received by a letter or email, over the telephone or in person.
- 4.1.2 The Analytical Services team will review the test request to confirm whether the laboratory has the capability and resources to meet the customers' requirements. Experts in particular subject areas are consulted whenever necessary during the review of request.
- 4.1.3 The test request is accepted only if it is viable. If not, the request is terminated.
- 4.1.4 The Analytical Services team will accept samples along with a completed Sample Submission Form (AS/FM/09) by post or by hand.
- 4.1.5 Then the Analytical Services team will assign a reference number for the sample and enter it in the sample submission form.
- 4.1.6 The sample is labelled with the same reference number to avoid mixing up with other samples.
- 4.1.7 If the customers' requirements including test methods are not adequately defined in the sample submission form or not understood, the Analytical Services team will then consult the client via email for further instructions before commencing any work.
- 4.1.8 Records of review, including any significant changes, are maintained. Records of pertinent discussions with customers relating to customers' requirements are attached to the sample submission forms if necessary.

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4.2 Sample Storage

- 4.2.1 Samples handling, preparation and storage instructions provide by the client are followed.
- 4.2.2 If the laboratory does not have the capability and resources to meet the customers' requirements the Analytical Services team will inform the client prior to accepting the test request.
- 4.2.3 Samples are kept under lock and key with the Analytical Services team until the tests are performed.

4.3 Sample Disposal

- 4.3.1 Samples are either disposed or returned according to the instructions given by the client after completing the tests.
- 4.3.2 Sample retention time is 2 weeks, starting from the date of report release.
- 4.3.3 If the client wishes to perform further analysis of the same sample, the laboratory will preserve the sample upon agreement for a maximum period of three weeks. (Applicable only for non-hazardous samples)

4.4 Report Issuing

Soft copy (pdf format) of the report will be emailed to the client and a hard copy will be provided upon request.

4.5 Queries on Reports

Customer queries on reports will be entertained only up to a period of 6 months from the date of issue of the test report.

5. References

AS/FM/09 : Sample Submission Form