Top Ten Deficiencies found in Laboratories

Compiled by A2LA
Criteria used

- Only ISO/IEC 17025 accredited or applicant labs considered

- From the time period between January 1 and August 1, 2013.

- Includes data for deficiencies against the clauses of ISO/IEC 17025, relevant test methods and specific program documents (e.g. AOAC Food Testing Requirements)
Tenth Most Cited Deficiency

- Laboratories cited for “PT policy” deficiencies
  - Lack of participation
  - Lack of corrective action response
Ninth Most Cited Deficiency

- Laboratories were cited for deficiencies against ISO/IEC 17025, section 4.6: Purchasing services and supplies
  - Details in purchase orders lacking
  - Supplies/consumables not verified before use
  - Suppliers not evaluated
Eighth Most Cited Deficiency

- Laboratories were cited for deficiencies against ISO/IEC 17025, section 4.14: Internal Audit
  - No schedule
  - Inadequate Procedure
  - Independence /qualification of auditors
  - Completeness (quality and technical)
Seventh Most Cited Deficiency

- Laboratories were cited for deficiencies against ISO/IEC 17025, section 4.13, Control of Records
  - Complete records for repeatability of the test
  - Quality System and technical
  - Record traceability
Sixth Most Cited Deficiency

- Laboratories were cited for deficiencies against ISO/IEC 17025, section 5.6, Measurement Traceability
  - Using unaccredited calibration laboratories
  - Improper reference standards for in-house calibrations
Fifth Most Cited Deficiency

- Laboratories were cited for deficiencies against ISO/IEC 17025, section 5.4: Test and Calibration Methods and Method Validation
  - Method validation not adequate
  - Test method not appropriate or complete
  - Measurement uncertainty (need we say more?)
Fourth Most Cited Deficiency

- Laboratories were cited for deficiencies against ISO/IEC 17025, section 4.3: Document Control
  - Meant for internal and external documents
  - Master list not current
  - Obsolete documents in use
Third Most Cited Deficiency

- Laboratories were cited for deficiencies against ISO/IEC 17025, section 5.5: Equipment
  - Equipment missing or not appropriate
  - Maintenance record problems
    - Calibration
    - Improperly performed
Second Most Cited Deficiency

- Laboratories were cited for deficiencies against Specific Program requirements (regulatory or imposed by the accreditation body)
  - Labs do not give these program requirements enough attention
#1 Most Cited Deficiency

- Laboratories were cited for Specific deficiencies (i.e. those cited against specific test methods)
  - Proper attention not given to details in the test methods
  - Improperly trained technicians