

Circulate To:

- Laboratory Director
- Quality Assurance Manager
- Marketing Manager

LQAP NEWS

December 2007 Issue

A Strategic Focus in 2008

By Cheryl O. Morton

In the November edition of the *LQAP News*, I shared plans for international program recognition for LQAP accreditation programs. This follow up article is about the broader strategic focus in LQAP that will unfold in 2008 and describes three efforts that are planned and underway.

Our first priority will be to complete work underway with AIHA's executive office to implement organizational and governance changes. These changes will lead to LQAP programs and activities that are aligned with your needs and create strategic growth with value in LQAP. In addition to management changes, we expect to continue to analyze customer input from our recent survey and marketing trends; review internal operations to create efficiencies; and solicit stakeholder input at February meetings with the goal of

These changes will lead to LQAP programs and activities that are aligned with your needs and create strategic growth with value in LQAP.

developing a strategic business plan that will be the blueprint for LQAP.

Second, we plan to engage in strategic marketing and communications efforts in 2008. We will coordinate across AIHA programs to conduct more business development, implement the business plan ideas, and continue the marketing research work initiated in 2007. Included in this review will be an in-depth analysis of our prices to assess the viability of developing a tiered pricing structure.

Third, we plan to continue strategic partnerships and collaborations with regulatory agencies like the Department of Energy and EPA on mutual areas of interest like programs for field operations.

As you can see, there is a lot of work to be done in the coming year but the timing is right, now that we have launched a new data management system, hired more assessors, and are starting to make other operational improvements. We are convinced that our investment in this strategic focus in 2008 will prove beneficial in years to come.

AIHA Laboratory Quality Assurance Programs

2007 Analytical Accreditation Board

Chair: James A. Kenny Jr., CIH, CSP

Vice Chair: Laura McMahon

Past Chair: David Kahane, CIH

S.D. Allen Iske, CIH, CSP, PhD

De-Wei Li, PhD

Pamela A. Kostle, CIH

Robert G. Lieckfield Jr., CIH

Gregg Park

Christine J. Powell

David B. Sandusky, CIH

Edward A. Stuber, CIH

Board Coordinator: Michael T. Brandt, DrPh, CIH

Chief Site Assessor: Ronald H. Peters, CIH

LQAP Staff

Director, Laboratory Quality Assurance Programs

Cheryl O. Morton • (703) 846-0789

cmorton@aiha.org

Manager, Operations

Margie Breida • (703) 846-0713

mbreida@aiha.org

Manager, Quality Systems

Scott Goeringer, PhD • (703) 846-0791

sgoeringer@aiha.org

Proficiency Analytical Testing Specialist

Anthony Hodge • (703) 846-0796

ahodge@aiha.org

Laboratory Accreditation Specialist

Angela Oler • (703) 846-0792

aoler@aiha.org

Laboratory Accreditation Specialist

Jennifer Redmond • (703) 846-0739

jredmond@aiha.org

Laboratory Accreditation Specialist

Heather Thompson • (703) 846-0716

hthompson@aiha.org

Proficiency Analytical Testing Data Specialist

Natasha Sekitoleko • (703) 846-0797

nsekitoleko@aiha.org

AAR Program Specialist

Carter Dezio • (703) 846-0798

cdezio@aiha.org

AIHA Executive Director

Steven Davis, CAE • (703) 846-0700

sdavis@aiha.org

AIHA Assistant Executive Director

Peter O'Neil, CAE • (703) 846-0760

poneil@aiha.org

AIHA President

Donald J. Hart, PhD, CIH

New AIHA Logos Are Available for Accredited Laboratories

This is a reminder that any previous revision of the logo shall not be used after January 1, 2008. A license agreement can be found on the LQAP Web site. Before you can receive a new logo, you must sign and return the license agreement to LQAP staff. Upon receipt of the agreement, staff will forward an electronic version of the logo to the laboratory. If you have any questions, contact Angela Oler at (703) 846-0792 or aoler@aiha.org.



2008 Invoices Mailed

Some Fees Increased to Cover Rising Costs

By now, all Laboratory Quality Assurance Programs participants should have received their annual LQAP invoices. Invoices for 2008 were mailed out later than in previous years since they were generated using our new data management system and thus had to undergo an extensive quality control check first.

For 2008, we did not raise fees for: initial accreditations; re-accreditation applications; field of testing additions; site assessments; and EMLAP and ELLAP samples. Some fees were increased this year to help offset a significant rise in administrative and operational expenses including the costs of samples in the industrial hygiene PAT program. We instituted a slight increase in all LQAP annual fees (3.6% or about \$45 for each program) and increased fees for IHPAT samples by 4% to help cover the additional costs we expect to incur for these samples. We also raised surveillance visit fees so that our assessors are compensated for the extra time they spend on these visits.

We appreciate your business, especially during these challenging economic times. As stated in the article on page 1, in 2008, we plan to assess the viability of structuring a new and different pricing system. This change would be for invoices for 2009. In the meantime, please see the article *Frequently Asked Questions About Your LQAP Annual Invoice* on this page or contact AIHA offices at (703) 849-8888 should you still have questions about your invoice or did not receive an invoice for 2008.

New LQAP Brochure Available

To help you explain the benefits of LQAP participation to your management, staff, and customers, we have developed a new LQAP brochure which is available to our laboratory customers.

Each LQAP primary contact will receive a complimentary copy of the new brochure in the mail, but the brochure can also be downloaded from the AIHA LQAP Web site at www.aihalqap.org.

Over the next year, we will be developing general marketing information that our accredited labs can use to communicate the value of AIHA accreditation. For example, you should look for an article in future *LQAP News* or the *Synergist* on how to communicate with your chemical industry customers that may be Responsible Care™ partners.

Asbestos Analysts Testing Results to be Posted to the Web Site

AIHA is proud to announce that starting with AAT round 84, your organization's AAT performance results reports will be available on the AIHA Web site.

In the same manner as the Proficiency Analytical Testing programs at AIHA, you will be able to access your AAT report through the PAT Portal at www.aiha.org/pat.

Your organization contact will be supplied a password that will allow access to the reports. Be sure to keep an eye out for your password and detailed information about this change with your samples for AAT round 84 in December. Please contact Carter Dezio with any questions or concerns at (703) 846-0798 or cdezio@aiha.org.

Accreditation Policy Changes Coming in 2008

Look for an article in the next *LQAP News* explaining the changes to the accreditation policies for 2008. Expect to see the new policy modules and related updated information and guidance on the LQAP Web site in January 2008 with a corresponding implementation date of April 2008. Exact dates for compliance will be determined by January 1, 2008.

Frequently Asked Questions About LQAP Annual Invoices

Q. Why is there a sample fee on my LQAP annual invoice?

A. The sample fee is the price AIHA charges proficiency testing (PT) program participants for the preparation and distribution of samples for the IHPAT, ELPAT, and EMPAT for a full year.

Q. Why is there an annual fee on my LQAP annual invoice for some PT programs and not others?

A. Fees for PT program participation can be assessed in two ways. Those laboratories participating in a PT program where only one sample type is offered (e.g., BAPAT, BEPAT) will see one flat participation fee on their invoices. Those laboratories participating in PT programs with more than one sample type (IHPAT, ELPAT, and EMPAT) will see two charges on their annual invoices (a sample fee and an annual fee).

All fees associated with PT program participation cover the costs of samples and costs associated with administering these programs including the processing of program data.

Q. Can I pay my LQAP annual invoice with a credit card?

A. Yes. You can provide the credit card information and sign off on the invoice itself and fax it to Anthony Hodge at (703) 207-8558. AIHA accepts Visa, MasterCard, and American Express.

Q. How can I be placed on a payment plan for my LQAP annual invoice?

A. Please contact Anthony Hodge at (703) 846-0796 to discuss your participation in the LQAP payment plan. Once you are determined to be eligible to participate, a payment plan form will be sent to you to complete.



Visit www.aiha.org
for more information on
AIHA's Laboratory Quality Assurance
Programs.

New Volunteers for 2008

By Cheryl O. Morton

Once again, AIHA used electronic balloting to select new members of the Analytical Accreditation Board. Participation in the voting process was a success with nearly 34 percent of eligible labs voting this year. The e-balloting closed on October 16, and we are pleased to announce the individuals who received the majority of votes and will join the AAB in January:

- Ed Stuber, Galson Laboratories (*This will be Stuber's second term on the AAB*)
- Tianbao Bai, Carolina Environmental
- Jason Dobranic, EMSL Analytical

In addition to the new members, AAB Vice Chair Laura McMahon (Bureau Veritas North America) will assume the post of AAB chair in January 2008 replacing James Kenny (ESIS) who will continue to serve on the AAB as its past chair. Also, Pamela Kostle (University Hygienic Laboratory) who was elected by the AAB in June as its incoming vice chair will begin her term in 2008.

Two members will be leaving the AAB at the end of 2006: Past Chair Dave Kahane (Forensic Analytical) and De Wei Li (Connecticut Agricultural Experiment Station). Members of the AAB and the AIHA executive office want to acknowledge and extend their appreciation to Dave Kahane for his leadership, commitment, and dedication to LQAP since the AAB was formed and to De Wei Li for his efforts in improving AIHA's environmental microbiology accreditation.

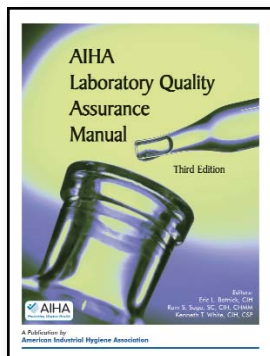
At its October meeting, the AAB also approved the following applicants presented by the TAP Nominating Committee to be re-appointed to TAP with new terms beginning in 2008: Michael Beard (RTI); Edward Cahill (EMSL Analytical); Theodore Passon (Pure Earth Environmental Laboratory); and James Webber (NY State Department of Health). The AAB also approved Jeffrey Cooper (Bureau Veritas North America); Stella Manchun Tsai (New Jersey Department of Health and Senior Services); and Scott VanEtten (EMSL Analytical).

Leaving the TAP at the end of this year are: Bai and Dobranic (who were elected to serve on the AAB) and Marlene Camacho-Ochoa who was recently chosen to be an AIHA site assessor — all extremely dedicated laboratory professionals who have made contributions to LQAP through TAP over the past several years.

Without the dedicated support of volunteers, LQAP could not achieve its mission of establishing and maintaining the highest possible standards. We thank the members of the AAB Nominating Committee led by Dave Kahane and the TAP Appointment Committee which was led by Laura McMahon, for their work in screening and selecting candidates for the AAB and TAP. We also thank all of the highly qualified individuals who took the time to submit applications for the AAB and TAP and we encourage all laboratory professionals to consider applying for a volunteer position next year.

Laboratory Quality Assurance Manual, Third Edition

Edited by Eric L. Botnick, Ram S. Suga, and Kenneth T. White



This newly updated manual describes the major elements of a reliable laboratory quality assurance program. By incorporating the basic principles outlined in this reference, laboratories can develop comprehensive programs which result in accurate, reliable data. These results provide assurance that the laboratory is in compliance with regulations.

It includes discussions about ISO/IEC 17025 and its impact on lab accreditation policies.

Stock Number: LQAM05-699

Member Price: \$47.00

Nonmember Price: \$73.00

Report Personnel and Facility Changes to Accreditation Staff

Remember that LQAP policies require changes in the following areas to be reported to AIHA staff within 20 business days:

1. **Personnel (technical manager and quality assurance coordinator).** Refer to policy 2A.5 and the specifics of your accreditation program to ensure that these positions fulfill the qualifications outlined.
2. **Facility location and/or ownership.** In addition to being a requirement of policy 3.8.1, remember that your accreditation covers only the laboratory as named on the certification of accreditation and the facility address as listed.

We need your help to keep us current. If your laboratory is not receiving its proficiency testing samples, the *LQAP News*, or general correspondence, please notify us to verify your address and primary/billing contact.

If you have any accreditation notification questions, please contact Heather Thompson at (703) 846-0716 or hthompson@aiha.org.

Margie Breida Hired as LQAP Operations Manager

AIHA's LQAP program recently hired Margie Breida as the new LQAP operations manager. Breida was interim LQAP operations manager since the departure of Pete Dragasakis. During that time, she made several valuable contributions to the department including but not limited to: managing the launch of our data management system (DMS) and customer survey; and, working with the accreditation specialists to create operational efficiencies.

Breida is a tremendous asset to LQAP on several technical, policy and management issues that have arisen. She can be reached at (703) 846-0713 or mbreida@aiha.org.

Site Assessors Who Go Above and Beyond

By Cheryl O. Morton

As we conclude this year, I want to thank our current site assessors for the work they do which includes taking on assessments in far away places like Korea, Japan, and Germany. Anyone who travels abroad knows how challenging it can be — especially when it is work-related.

As we close out 2007, I want to acknowledge three assessors — Chris Kearney, Marlene Camacho-Ochoa and Ron Peters — for going “above and beyond” for AIHA this past year.

When AIHA needed a person to represent LQAP at the ABHO Conference in Brazil, we called on Chris Kearney, who went and delivered a presentation on September 17 about LQAP. We also called on Chris, who frequently travels to Asia, to accompany me to the APLAC meeting held in Malaysia during the first week of December. Chris attended some of the technical committee meetings which

allowed AIHA to get the maximum value from this meeting.

Former TAP member and new site assessor Marlene Camacho-Ochoa is another who has taken on assignments for AIHA. Marlene agreed to attend the Mexican Industrial Hygiene Association’s 12th National Congress of Industrial Hygiene on our behalf. It was held October 8–12 in México City. This meeting allowed Marlene to share information about LQAP (in Spanish) with Mexican health and safety professionals.

Last but certainly not least, I want to acknowledge Ron Peters, chief site assessor, who developed a course on ISO/IEC 17025:2005 and AIHA accreditation and presented to new site assessors and LQAP staff twice this year — which means he made two trips from California to our offices in Fairfax. He also developed and presented a laboratory accreditation course at AIHce in Philadelphia this year. Finally, Ron worked with LQAP staff to develop and conduct the joint training and orientation program we held in February 2007.

Please join me in thanking our assessors for their plain hard work and taking on these additional assignments this past year.

*Happy
Holidays
from
LQAP Staff*



To receive notification when the *LQAP News* is published, please send an e-mail to LQAPNewsletter@aiha.org. The subject line should be “OPT-IN” the body should contain your lab number. You can opt-out at any time by using the “OPT-OUT” option after you receive your first notification e-mail.

Mark Your Calendars

Keep the following deadlines in mind, and in your calendar, for 2008

Industrial Hygiene Proficiency Analytical Testing Program Enrollment Deadlines

March 1, 2008 (Round 173)
June 1, 2008 (Round 174)
September 1, 2008 (Round 175)
December 1, 2008 (Round 176)

Bulk Asbestos Proficiency Analytical Testing Program Enrollment Deadlines

January 24, 2008 (Round 74)
April 25, 2008 (Round 75)
July 25, 2008 (Round 76)
October 15, 2008 (Round 77)

Beryllium Proficiency Analytical Testing Program Enrollment Deadlines

February 1, 2008 (Round 16)
June 1, 2008 (Round 17)
October 1, 2008 (Round 18)

Environmental Lead Proficiency Analytical Testing Program Enrollment Deadlines

January 15, 2008 (Round 62)
April 15, 2008 (Round 63)
July 15, 2008 (Round 64)
October 15, 2008 (Round 65)

Environmental Lead-Air Proficiency Analytical Testing Program Enrollment Deadlines

March 1, 2008 (Round 63)
June 1, 2008 (Round 64)
September 1, 2008 (Round 65)
December 1, 2008 (Round 66)

Environmental Microbiology-Culturable Proficiency Analytical Testing Program Enrollment Deadlines

January 15, 2008 (Round 35)
May 15, 2008 (Round 36)
September 15, 2008 (Round 37)

Environmental Microbiology-Direct Exam Proficiency Analytical Testing Program Enrollment Deadlines

March 15, 2008 (Round 15)
June 15, 2008 (Round 16)
September 15, 2008 (Round 17)
December 15, 2008 (Round 18)

Environmental Microbiology-Culturable and Direct Exam Combination Proficiency Analytical Testing Program Enrollment Deadlines

March 15, 2008 (Round 15 and 37)
June 15, 2008 (Round 16 and 37)
September 15, 2008 (Round 17 and 38)
December 15, 2008 (Round 18 and 39)

Asbestos Analysts Registry Enrollment Deadlines

February 15, 2008 (Round 85)
May 15, 2008 (Round 86)
August 18, 2008 (Round 87)
November 17, 2008 (Round 88)