



# West Virginia

Department of Health and Human Resources  
Bureau for Public Health  
Office of Laboratory Services  
Environmental Chemistry Laboratory  
4710 CHIMNEY DRIVE, SUITE G  
CHARLESTON, WEST VIRGINIA 25302  
Phone: (304) 965-2694 Fax: (304) 965-2696

Joe Manchin III  
Governor

## DRINKING WATER LABORATORY CERTIFICATION PROGRAM

Martha Yeager Walker  
Secretary

**Date:** April 2009

**To:**

**From:** West Virginia Chemistry Laboratory Certification Program

**Re:** Proficiency Testing Requirements

### PLEASE NOTE THE FOLLOWING INFORMATION CONCERNING PROFICIENCY STUDIES

The West Virginia Drinking Water Laboratory Certifying Authority is hereby notifying your WV certified laboratory of a policy change regarding Corrective Action Reports (CAR) for unsatisfactory results from proficiency testing water studies. The present outline for a CAR requires a description of the action taken to correct the cause of the unsatisfactory result. This approach permitted each laboratory to develop within their Quality System a procedure to review all aspects of the total testing system, with only the corrective actions taken being submitted as the CAR.

Within this new policy the submitted CAR needs to identify:

- 1) What the problem is.
- 2) The criteria to evaluate the problem and possible causes.
- 3) The findings after reviewing the total testing system: Pre-analytical, analytical, and post-analytical.
- 4) The immediate/long term corrective action.
- 5) The strategy to identify if the corrective action taken by the laboratory to eliminate the problem has actually worked.

This CAR policy change provides the Certifying Authority with a comprehensive view of the quality system in-place by the laboratory to identify and rectify the conditions adverse to quality and where possible, to preclude their recurrence.

It is still your laboratory's responsibility to assure that the Certifying Authority receives a CAR within thirty days of being notified of any proficiency testing failure. It is at the discretion of the Certifying Authority to downgrade a laboratory for an unacceptable CAR.

Cordially,

---

Larry A. Duffield  
Chief Chemistry Certification Officer