

KAIZEN LAB ACCREDITATION AND QA/QC PROGRAM

KaizenLAB is a well-established Accredited Environmental Laboratory with expertise in environmental organic, inorganic and microbiology analyses. We have been in operation for 18 years providing analytical services to the Environmental, Water & Wastewater and Oil and Gas industries in Western Canada.

We have a team of expert Chemists, Biologists and Technologists who are specialists in environmental testing, data interpretation and customer service. The Lab is equipped with state-of-the-art analytical instrumentation and sample preparation equipment.

QA/QC program and Accreditation

KaizenLAB has a very stringent QA/QC program in place to ensure data quality. **KaizenLAB** is accredited by the Canadian Association for Laboratory Accreditation (CALA) based on ISO 17025 quality system. The lab participates in proficiency testing programs conducted by CALA and Wibby Environmental (US). The lab is audited once every two years by a team of expert assessors from CALA to make sure that we are maintaining the ISO quality system.

Quality Objectives

KaizenLAB is committed to good professional practice, providing a high standard of service and quality of testing in service to clients. The quality objectives are:

- Maintaining a quality system that is documented and incorporates adequate review, audit and internal quality control.
- Ensuring that personnel are adequately supervised, proficient to carry out assigned activities, familiar with the laboratory's quality assurance program and the manuals related to it, and capable of implementing the quality policies and procedures in their work.
- Using only test methods and related procedures that are validated and incorporate adequate quality control.

- Producing results traceable to the SI and accorded uncertainties appropriate to requirements.
- Using only facilities, equipment, supplies, and services that are adequate to carry out the testing activities, are functioning properly, and/or meet required specifications.
- Conforming to sample management procedures that incorporate appropriate procedures for the security, receipt, identification, checking, routing, storage and disposal of all samples.
- Maintaining a data management system that incorporates appropriate procedures for the security, recording, calculation, validation, authorization, transmittal, storage and disposal of all test data and related records.
- Managing the laboratory workload to incorporate acceptable turnaround time and verification of resource availability prior to the acceptance of additional testing, as well as to sustain the ability to produce valid and competent results.

Continual Improvement

KaizenLAB has a Continual Improvement system in place with quality objectives, inputs from data analysis, staff meetings, internal and external audits, corrective and preventive actions, and the management review. Continual improvement within KaizenLAB has, as its aim, the consistent production of technically valid results and the continued attainment of KaizenLAB goals.

Within the context of continual improvement, KaizenLAB encourages staff to identify any and all areas where activities do not conform to requirements (non-conformance) or they may not conform in the future (potential non-conformance), or they may better conform to requirements in the future (opportunity for improvement).

KaizenLAB encourages input from all sources. This information is valuable in allowing the laboratory to effect improvements to its services. KaizenLAB documents the receipt of all feedback and acquires and tracks client feedback in support of operational metrics.