

INTI-CHEMISTRY'S QUALITY MANAGEMENT SYSTEM

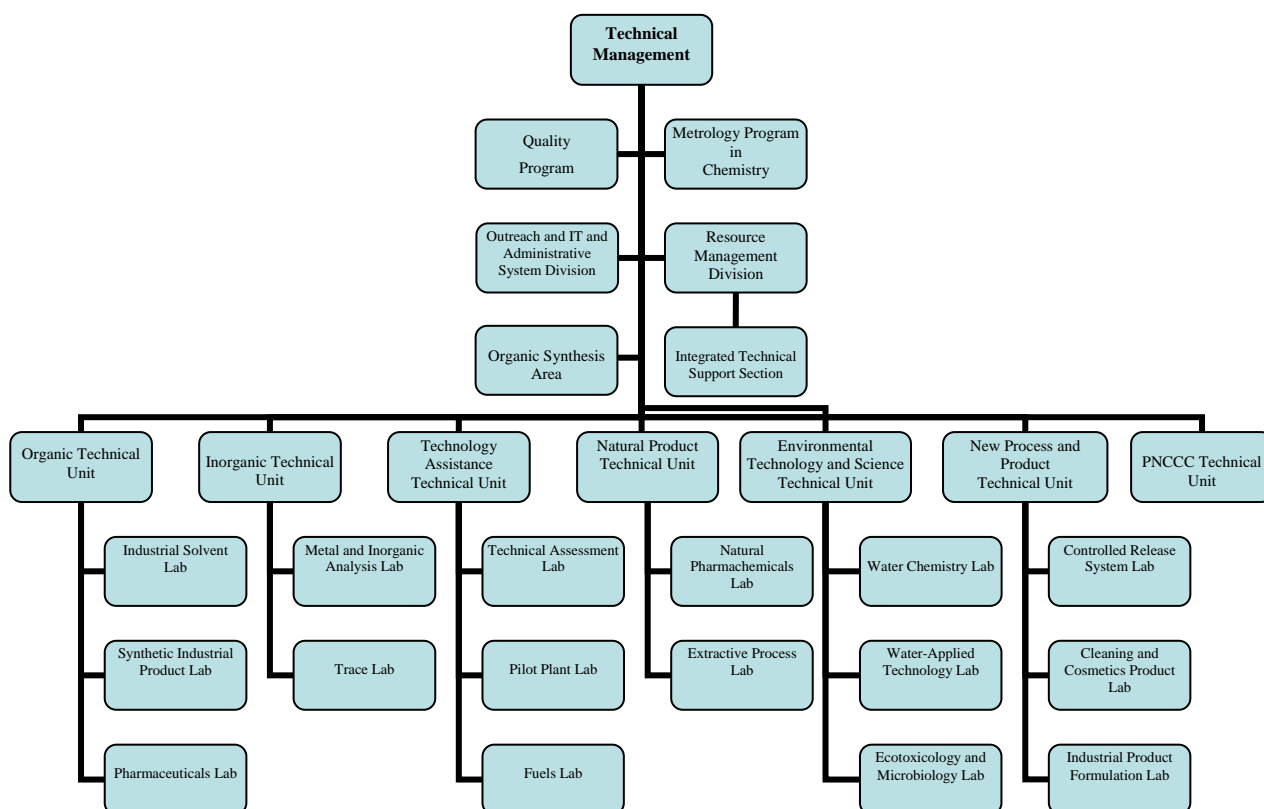
1 - ORGANIZATION

INTI-Chemistry is a Technology Center of the National Institute of Industrial Technology (INTI)'s Center System.

The Center's Technical Management is led by its Director, who has full responsibility for technical operations, including the technical competence of all the activities performed there and results issued by the Center.

Being the Center an authoritative entity in the technology arena, its work contributes to industrial and social development through innovation, product quality optimization, productive process efficiency and environmental care.

INTI-CHEMISTRY'S ORGANIZATIONAL CHART



2 – POLICIES AND OBJECTIVES

INTI-Chemistry adopts INTI's Quality Policy as established in the current version of INTI's Quality Management System Manual. This policy includes the Institute's general objectives.

INTI-Chemistry's specific objectives established by the 2011 Management Review were as follows:

- ✓ Maintain SGC-related requirements in accordance with ISO 17025:2005, which in turn supports the CMCs already declared at the BIPM;

- ✓ Expand the scope of CMCs at the peer review to be performed in 2012 by adding new measurements and matrices;
- ✓ Continue expanding the scope of implementation in accordance with the ISO 17025:2005 standard, pursuant to the duly submitted 2010-2013 plan (methods related to certifications or regulated environments).
- ✓ Continue with the standardization of measurements performed by Atomic Absorption Spectrometry among different INTI Centers that carry out such determinations (Chemistry, Córdoba, Concepción del Uruguay, Mendoza and Rosario).
- ✓ Start the procurement of the equipment required to extend the range of internal calibrations performed by INTI-Chemistry.

3 - RESPONSIBILITIES

3.1 INTI-Chemistry's Technical Management is led by Liliana Valiente, who is fully accountable for technical operations and the provision of resources required to ensure the level of quality expected from lab activities.

Her responsibilities include:

- Manage, coordinate and promote the Center's work to meet the demand of citizens, consumers, producers and the State in compliance with the policies issued by the Institute's authorities.
- Plan and issue INTI-Chemistry policies including financial guidelines and the organization's goals and structure within the framework of the general guidelines established by the Institute's authorities.
- Ensure that the Lab operates under a Management System that complies, regarding its specific measurements, with the requirements of the current ISO 17025 standard.
- Qualify all the staff performing functions at the Center and define their role within the organization.
- Define INTI-Chemistry's organizational chart for operations.
- Assume full responsibility for the issuance of measurement results. (The Technical Director may delegate report sign-off to qualified personnel; however, it does not imply any delegation of responsibility for results).
- Perform and lead Management Reviews at least once a year.
- Take part in or lead projects as necessary.

3.2 The Technical Manager is replaced by Technical Unit Coordinators, each of them in the pertinent competence area.

3.3 Pablo Álvarez is the Quality Head. His responsibilities are described below:

- Coordinate the implementation of the Center's Quality Assurance program.
- Organize the Internal Audit Annual Program as well as Management Reviews.
- Approve the General Procedure and Specific Procedure relevant to his function.
- Review the Quality Manual, and General and Specific Procedures relevant to his function.
- Train Center staff on Quality-related issues.
- Draft the instrument calibration plan with traceability to temperature, mass and volume.

3.4 Pharmacist Agustina Pereyro acts as Deputy Quality Head.

4 - DOCUMENTATION

4.1 The structure of INTI-Chemistry's Quality Management System documents is as follows:

- *Quality Manual*

- *General Procedure*
- *Specific Procedure*
- *Records*

4.2 The Quality Manual consists of:

- Table of Contents
- Chapter 1 - Amendments
- Chapter 2 - Acronyms
- Chapter 3 – Quality Policy
- Chapter 4 – Management Requirements:
 - 4.1 - Organization
 - 4.2 – Management System
 - 4.3 Document control
 - 4.4 – Order, Offer and Contract Review
 - 4.5 – Test and Measurement Subcontracting
 - 4.6 – Procurement of Services and Supplies
 - 4.7 – User Services
 - 4.8 - Claims
 - 4.9 - Non-Conforming Work Control
 - 4.10 - Improvement
 - 4.11 – Corrective Actions
 - 4.12 – Preventive Actions
 - 4.13 - Record control
 - 4.14 - Internal Audits
 - 4.15 - Management Reviews
- Chapter 5 - Technical requirements:
 - 5.1 – General
 - 5.2 - Staff
 - 5.3 – Facilities and Environmental Conditions
 - 5.4 – Measurement Methods and Method Validation
 - 5.5 – Equipment
 - 5.6 - Measurement Traceability
 - 5.7 - Sampling
 - 5.8 - Handling of Testing and Measurement Items
 - 5.9 – Quality Assurance of Measurement Results
 - 5.10 – Result Report
- Annexes:
 - I – Organizational Chart
 - II – Management Staff and Deputies

4.3 – The General Procedures include:

PG-01 – Document control
PG-02 – Staff
PG-03 – Work Agreements
PG-04 – Procurement of Services and Supplies
PG-05 – Claim Processing
PG-06 – Corrective and Preventive Actions
PG-07 – Internal Audits
PG-08 – Management Reviews
PG-09 – Method Validation
PG-10 – Measurement Uncertainty
PG-11 – Reference Equipment and Standards
PG-12 – Internal Quality Control
PG-13 – Reports and Certificates

4.4 The Specific Procedures related to CMCs are as follows:

PAAMet-01 – Determination of total Hg in mud, sediments and soils by CVAAS
PAAMet-02 – Determination of Ca, Zn and Cr in water and inorganic aqueous acid solutions by FAAS
PAAMet-03 – Determination of Zn and Cr in mud, sediments and soils by FAAS
PAAMet-04 – Determination of Ca, Zn, Cu and Fe in nutritional food by FAAS
PAAMet-05 – Determination of Cu in nutritional food by ETAAS
PAAMet-06 – Preparation of stock and calibration solutions for AAS
PAAMet-07 – Determination of total Hg in water and inorganic solutions by CVAAS
PAAMet-08 – Determination of selenium in fish and seafood by ETAAS
PAAMet-09 – Determination of total Hg in fish and seafood by CVAAS
PAAMet-10 – Determination of Cd, Cr and Pb in polypropylene and various polymers by ETAAS
PAAMet-11 – Determination of total Hg in polypropylene and various polymers by CVAAS
PAAMet-12 – Determination of As, Cd, Cr and Pb in water and inorganic aqueous acid solutions by ETAAS
PMTMet-01 – Determination of Fe, Ni and Pb in copper alloys by FAAS
PMTMet-02 – Determination of Cu in copper alloys by electrogravimetry and FAAS
PMTMet-03 – Determination of Pb in tin alloys by ICP-OES
PQAMet-01 – Determination of nitrate in calibration solution
PQAMet-02 – Determination of nitrite in calibration solution
PQAMet-03 – Determination of nitrate. Gravimetric standard solution preparation
PQAMet-04 – Determination of nitrite. Gravimetric standard solution preparation and titration