

2012 Management Review

INTI - ENVIRONMENT

Period: October 2011- September 2012

Compliance with objectives set for the period under review

Institutional Environment

Current Status – Significant Changes

Quality Management System

INTI - Environment is always implementing ISO 17025 Standard

The scope of the following tests was extended during this period:

Metrology Activities:

- We were subject to **peer evaluation** in June 2012. Dr. Mariana Arce from CENAM audited our CMC for VOC determination in methanol and ethanol-water solution preparation for alcohol measurement devices.
- Centre's Director participation in BIPM CCQM Organic Chemistry **Working Group Meetings**:
 - April: attendance to Paris meeting was not possible
 - November: the Director participated in the Hong Kong meeting.

General

- An organization management with **more room for the development of new lines of work and analysis development** was promoted.
- **Ethylene oxide** control continues to be a significant line of work at the Organic Contaminants Laboratory.
- The **natural gas laboratory** facilities continued to be adapted. The natural gas chromatograph has not been delivered yet.
- The need for a **National Laboratory** for the determination of **Dioxines and Furanes** in food and the environment has been established.
- Full **integration of the Organic Contaminant Laboratory** with the rest of INTI-Environment areas has been observed, which has resulted in a larger number of samples studied together.
- **Union conflicts** prevailed from January to May 2012, with several strikes over the period. The Centre's support areas, including finance and human resources were not working as usual, which resulted in supply procurement and personnel management delays.

Internal Audits

They were conducted in accordance with the Annual Internal Audit Program:

- The second **peer review** was conducted in June 2012 by Dr. Mariana Arce Osuna, Materials Metrology, CENAM, Mexico.
- The measurements evaluated were **aromatic hydrocarbons in methanol, aromatic hydrocarbons in soil and ethanol in water.**
- The **report was received on 09/Oct/2012**, i.e. beyond the period covered by this Management Review.

Non conformities and actions taken

Claims

Preventive actions

Improvements

Human Resources

Personnel

- The Head of Quality, Lic. Silvina Aued, has already been for a whole year working at the Centre.
- The head of the Organic Contaminant Laboratory, Jimena Etcheverry is on leave since March 2012. Julian Gigena is currently in charge of the coordination of Organic Contaminant Laboratory activities.
- Damian Piuselli and Paula Mejias have joined, as interns, the Organic Contaminant Laboratory and the Effluent Laboratory, respectively.
- Ignacio Pedre and Julian Gigena graduated as 'Licenciados'^{NB} in Chemistry.
- Marianela Jordan joined the LCT in January 2012, after two years' internship at the Biological Laboratory. She has graduated as 'Licenciada' in Biology.
- Technician Andrea Chamorro has joined the Environment Centre's Scientific Metrology Program for the development of Natural Gas Analysis.

Training

The Centre's personnel conducted training activities in **accordance with the annual General Training Plan**, in both internal and external courses.

The main subjects were: **Quality, Metrology, specific technical matters and English language.**

The most noteworthy was that Ignacio Pedre, from the effluent laboratory worked as an **intern at PTB** in Germany, preparing molybdenum metal standards.

Training activities were considered **effective** as attested by staff performance in applying acquired knowledge to their everyday practice.

Resources

Supplies

- Although **minimum necessary resources** for laboratory operation, test performance and analytical technique development and set-up were made available, a number of **complaints from suppliers** were received on account of unmet payment terms which resulted in **supply delivery delays.**
- Since August, **disturbance in special gas supply** has resulted in non-operative equipment.

^{NB} Licenciado is a university graduate who is entitled to work as a professional.

Resources
Investments
Human Resources/Training and/or Infrastructure
Needs

Users' Feedback
Surveys

Fifteen (15) users were selected at random through the form "Presea Supplies per centre" (N) to evaluate their responses. Five (5) of them sent in their responses.

- **Accessibility to INTI services:** how easy/difficult it was for them to come to the person/ Unit/ Centre they required.
- **Personnel helpfulness:** attitude when contacted (disposition, kindness, interest shown, communication skills, etc.)
- **Service usefulness:** level of benefit, usage or advantage obtained from the information received against their expectations.
- **Reliability of results:** assurance or confidence in the information received.
- **Clarity of the report delivered:** readability and accuracy in report content.
- **Price of services.**

Quality control- Calibrations/ Verifications

- **Internal verifications and calibrations:** they were completed according to the established program.
- The calibration of the **analytical balance** used for Chemical Metrology was conducted at INTI-Chemistry.
- **Controlled Standard Materials:** Out of an aggregate of 52 standards being used, 28 were not controlled in September as provided for in the controlled standard material annual Plan. This was due to the fact that the CG/MS unit was being used in the performance of CCQM-P117.c intended for the determination of organic substances (L-Valina) for chemical purity. Non Conformity N° 299 has been opened.

Proficiency Tests

Improvements proposed for 2013

- Improve the **supplier evaluation** procedure, through the addition of useful and relevant information for correct supplier rating.
- Improve or implement an effective procedure for the treatment of **queries** directed to the Centre so that they can become a source of information and feedback to Laboratories.
- Train all Centre employees (laboratory, technical assistance and administration) in complaint reception and management.
- Establish procedures to make reagent and equipment **purchases** for **Analytical Service Coordination Laboratories** easier and faster.

General Objectives 2013

- Strengthen and expand current metrology capacities based on the start-up of the National Metrology Plan.
- Reinforce Quality Management notions in the Centre's Technical Assistance areas.
- Produce at least two new Standard Materials.
- Expand the scope of the QMS with, at least, 5 new tests.

Specific Objectives – Activity Time Schedule

Subject: Metrology

Subject: Expansion of the scope of the QMS.

Subject: Test method development/set-up.

Subject: QMS notions reinforced in technical assistance areas.