

## Metrology and Calibration Newsletter

### Issue 7

March 2017

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Hello and welcome to another (late) issue of the newsletter. Happy International Women's Day! (8 March which is when I'm writing this.) Dr Siouxsie Wiles talked to Radio NZ here about some little-known NZ science history ([listen here](#)).

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#### Update on ISO/IEC 17025

Recently the first draft of ISO/IEC 17025 was published (*note: not a final version* and you are definitely still accredited to NZS ISO/IEC 17025:2005!).

New Zealand's representative to the CASCO working group ([more info](#)) for this review is Anne Hofstra, who is the manager of the chemical and biological testing laboratories programmes at IANZ.

Anne has been sent the DIS 1 (first draft) of ISO/IEC 17025. Although copyright means we cannot distribute it widely, it will probably be circulated to members of the IANZ Professional Advisory Committees for the relevant programmes. Anne is tasked with collating comments on behalf of the whole of New Zealand and discussing them with the working group.

After the ballot closes in March, comments will be discussed within the working group and further changes may be made. My understanding is that if the changes are not significant, which is likely, the final version of the standard will be published. If the changes are significant, there is likely to be a DIS 2 published, followed by another round of comments.

I also saw [this article](#) (*The New ISO/IEC 17025 – DIS Stage* by Dr. George Anastasopoulos) in the Cal Lab magazine recently, which I thought was quite helpful and interesting. [Here](#) is the link to Dr

Anastasopoulos's previous article on the same topic.

As always I am trying to keep general updates coming through the newsletter. If you would like more or specific information please feel free to contact me.

#### The New Zealand Quality College

Some of you may know that the NZ Quality College (NZQC) is situated on floor 3 of the same building the IANZ offices are in, at 626 Great South Rd, Ellerslie. Recently NZQC launched their shiny new website (click on the logo to the right), where you can find information about offered and upcoming courses, course calendars and contact details.



NEW ZEALAND  
QUALITY COLLEGE

I find myself recommending the Laboratory Quality Management course quite a lot, especially to new quality managers or senior laboratory technicians working with ISO 17025. The LQM course is 3 days, is run frequently and gives the opportunity for in-depth discussion about application of the requirements within ISO 17025. If you would like more information about the LQM or any of the other courses, contact Greg or Claire at NZQC or feel free to ask your assessor.

#### IANZ tips: contract review

As a provider of calibration services it is important to ascertain (and record) what type of service the client is requesting. We have noticed that of the customer feedback and complaints received by laboratories, a lot seem to relate to a misunderstanding of the initial request for service.

Clause 4.4 of ISO 17025 covers requirements for *Review of Requests, tenders and contracts*, including: defining and recording the client's requirements, establishing whether your laboratory has adequate resources and methods to do the work, coming to a decision on the contract

before work is commenced, and the importance of keeping up communication and written records of the request (and any deviations or amendments from it).

Yes, I hear you: sometimes a client will not know exactly what they want! As an accredited laboratory it is one of your obligations to help come to a decision about what work is to be done. A phone call or email is sometimes all it takes to help ensure a happy client once the work is done.

### Stories from a technical expert: Celia Hacker

Celia Hacker has been a technical expert for ionising radiation dosimetry for IANZ for a number of years. She very kindly put together a little bit about herself for our newsletter. Thanks, Celia!



*I didn't really want to leave teaching. I enjoyed junior science and senior physics, especially the physics .....But a hard and frustrating day at the coal face, combined with ads for jobs at ANSTO (Australian Nuclear Science and Technology Organisation) led to new challenges, new skills and to a role as a Technical Expert in Personal Dosimetry with IANZ.*

*I attended several weeks of intensive training in Radiation Protection in the UK, which provided valuable information and experience and gave me an international network of contacts – only an email away. At ANSTO I worked with Radiation Safety and Personal Dosimetry personnel. I led a team that developed a Distance Learning Training Course in Radiation Protection for the International Atomic Energy Agency and ran trials of the material in SE Asian countries. This was the beginning of my involvement with the IAEA and with radiation protection in New Zealand.*

*Measuring personnel radiation doses is a challenge which requires internationally*

*recognised Protocols and Standards. After all what you are measuring is the effect of radiation on a material, which you then relate to the radiation dose received by the owner of a dosimeter; in practice a very inexact science which does not sit easily with metrologists!*

*One of my most interesting (and challenging) experiences was an IAEA mission to Kazakhstan. Two of us were going, myself as an advisor to the Kazakhstan Government Radiation Protection Department, and a colleague to travel to an industrial city near the Chinese border, to solve a technical problem with measuring equipment. My colleague was unable to go; I would have to provide both roles, despite my lack of technical knowledge about the equipment, American equipment, no Russian manual. There was an error message "Spawn spool" – imagination the consternation when the Kazakh technician used his Russian dictionary for a translation! Luckily I had the English manual with me. It told me a fuse needed replacing. Easy? No. They had to manufacture the fuse, which they did successfully. Mission accomplished!*

*I love travelling and was fortunate to travel to interesting, and challenging places for ANSTO and the IAEA.*



### Metrology in the Media

Recently Radio NZ aired an interview with some of the staff at MSL. You can read a short article and listen to the audio [here](#).

### Fun Bits and Internet Stuff

- NIST [Physical Measurement Laboratory's collection](#) of videos, photographs, news stories, and other resources on the makeover of the Million-Pounds-Force deadweight machine (4.45 MN).
- [Borrow your laptop](#) from xkcd.com – reminds me of trying to work a lab technician's computer 😊

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