

The PiSToL News

Issue 5

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Hello there. The clocks are about to change and we are heading into the colder months. Click on the thumbnail to the right for a neat video on time standards at NIST. I hope this newsletter finds you well and happy!



Professional Advisory Committee

Some of you will be aware that for each accreditation programme within IANZ, there is an associated Professional Advisory Committee (PAC). For the laboratories who receive the PiSToL, the PAC is known as PPAC (the P standing for Physical science). Members are: Patrick Conor (Chair), Mr John Burgess, Andrew Cutler, Jayden Ellis, Graham Garlick, Peter Hayward, Geoff Jones and Ken Wilson. PAC committee meetings are held nominally yearly, with the next PPAC scheduled for 26 July. The meetings are generally attended also by the relevant IANZ programme managers (Keith and Gavin), accreditation assessors (Paul, Andy and me), IANZ CE and GM, the programme coordinator (Maggie), and the relevant NATA programme manager (Brett Hyland).

Agendas usually include reports from the CE and GM, programme managers' reports, statistics from the programmes (number of applications for accreditation in progress, number of accredited laboratories, etc.), NATA manager's report, a review of current technical experts, a review of the spread of corrective actions and strong recommendations and any other agenda items requested.

The PAC is one of the connections between industry, accredited laboratories and IANZ management and practices.

IANZ tips: contract review

As a provider of testing 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 (remotely?) 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.

Metrology in the Media

Recently Radio NZ aired an interview with some of the staff at the Measurement Standards Laboratory which some of you will find interesting. You can read a short article and listen to the audio [here](#).

MSL have a new website, which you can view [here](#). They have rebranded and have issued the first of a new series of newsletters, *Elaborate*. [Contact](#) MSL for more information.

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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