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SIGNATURE  
Jenny Gillan

## Form No.

SON FOR REVISION

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<b>CALAMBA WATER DISTRICT</b> <b>TITLE: OUTSOURCING OF TEST PROCESS</b>			
DOC. NO. CWD-OPN-007	REVISION NO. 00	EFFECTIVE DATE: December 28, 2016	
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## 1.0 PURPOSE

- 1.1 This documented information aims to provide steps in outsourcing tests due to instrument breakdown, reagents not available, workload restrictions and tests not performed routinely in the laboratory.
- 1.2 To ensure that externally provided processes, products and services conform to requirements.
- 1.3 To determine the controls to be applied to externally provided processes, products and services when:
  - a) products and services from external providers are intended for incorporation into the organization's own products and services;
  - b) products and services are provided directly to the customer(s) by external providers on behalf of the organization;
  - c) a process, or part of process, is provided by an external provider as a result of decision by the organization.
- 1.4 To ensure that externally provided processes remain within the control of its quality management system;
  - b) define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;
  - c) take into consideration:
    - 1) the potential impact of the externally provided processes, products and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements;
    - 2) the effectiveness of the controls applied by the external provider;
    - d) determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

## 2.0 SCOPE

- 2.1 This procedure applies to laboratories operating under DOH accreditation and / or ISO 17025.


## 3.0 RESPONSIBILITY


- 3.1 Sr. Quality Assurance Inspector
  - defines the need for outsourcing
  - identifies the laboratory for outsourcing
- 3.2 Laboratory Analyst
  - reviews the work done by the subcontractor for technical quality.

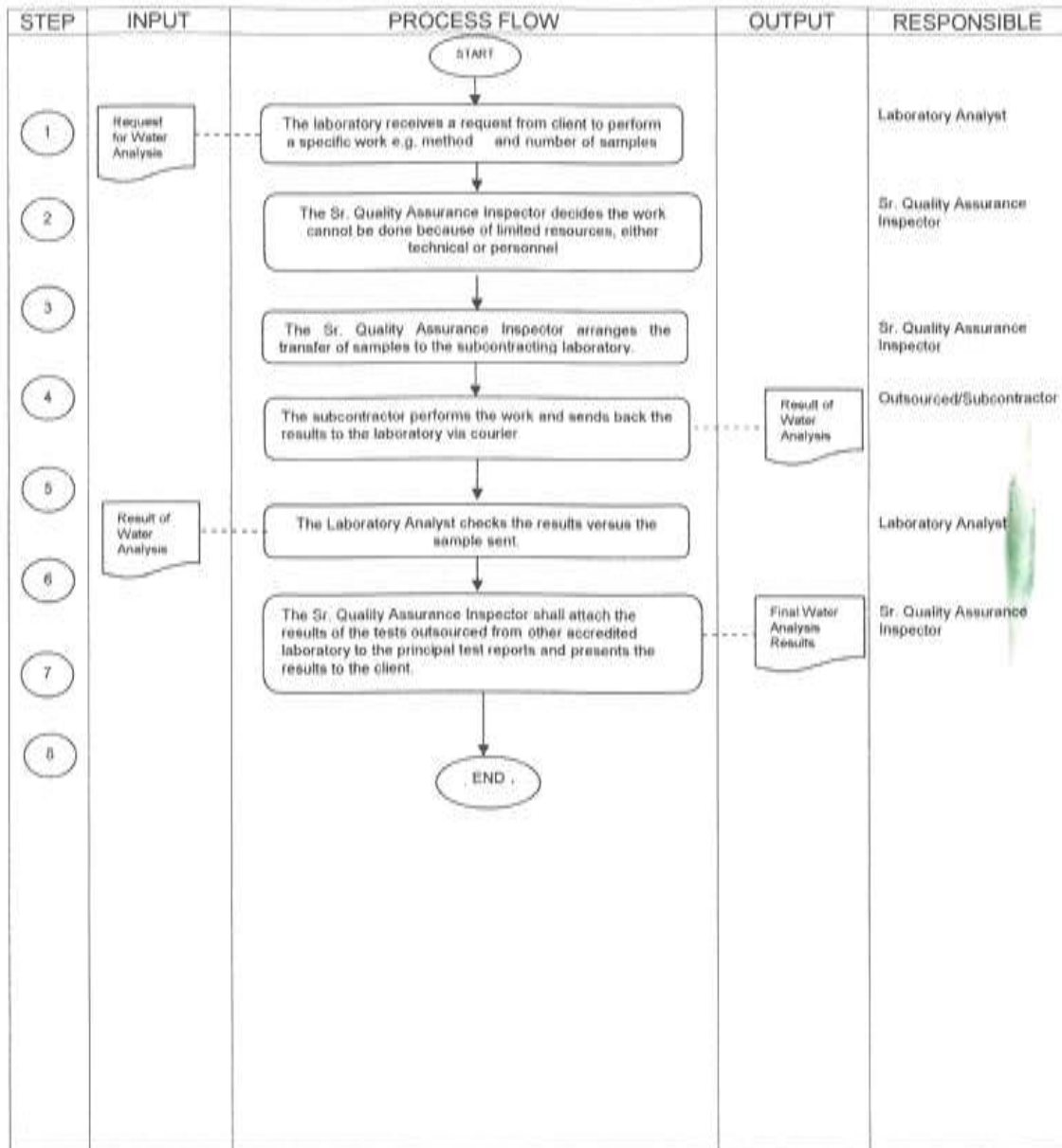
## 4.0 DEFINITION OF TERMS


- 4.1 **Outsourcing / Subcontracting** – to commission the order including responsibility for the work accepted by the laboratory to another laboratory;
- 4.2 **Work** – testing job entrusted by the customer


## 5.0 PROCESS FLOW STEPS

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#### 6.0 PROCESS DETAILS

- 6.1 The laboratory receives a request from client to perform a specific work e.g. method and number of samples
- 6.2 The Sr. Quality Assurance Inspector decides the work cannot be done because of limited resources, either technical or personnel
- 6.3 The Sr. Quality Assurance Inspector arranges the transfer of samples to the subcontracting laboratory.
- 6.4 The subcontractor performs the work and sends back the results to the laboratory via courier
- 6.5 The Laboratory Analyst checks the results versus the sample sent.
- 6.6 The Sr. Quality Assurance Inspector shall attach the results of the tests outsourced from other accredited laboratory to the principal test reports and presents the results to the client.

#### 7.0 RECORDS RETENTION

- 7.0 Active Retention – indefinite retention period for current or active documents for both electronic and hardcopy Master Copy.
- 7.2 Inactive/Archival Retention – shall be kept for active three (3) years or may request for an extension as deemed necessary (hardcopy); for electronic/soft file; it shall be kept in a separate folder named "Obsolete Master Copy/Original".

#### 8.0 REFERENCE

- 8.1 ISO 9001:2015 QMS Standard
- 8.2 Quality Manual (Optional)
- 8.3 ISO 17025:2005 General Requirements for the Competence of Testing and Calibration Laboratories

#### 9.0 ATTACHMENTS

- 9.1 Request for Analysis Form

#### 10.0 DISTRIBUTION LIST

**Note 1: Select Relevant Recipient to Appear in below List.**

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1b	General Manager
8	Laboratory (Quality Control Division)

**Note 2: Master Copy is in the custody of the Document Control Center.**

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