Acceptable Quality Level (AQL), 38–41
Accreditation, 16
  scope, 16, 20
Accuracy, 58, 159–160
Action limits (see Limits)
Analysis, 100–102
  categories, 6
  cost, 60
  errors, 4, 8
  planning, 100
  purpose, 7
Analysis of variance (ANOVA), 80
Analytical methods (see Method(s))
Assigned value, 184–187
Audit (see Quality Assurance audit)
Bias, 58, 73, 82, 159
  calculating, 84–85
Blank values, 56, 77, 87, 96, 111
Blanks, 111, 117
  reagent blank, 117
Calibration, 13, 73, 86, 97, 104–107
  equipment, 15, 122–123, 136
  external, 111
  frequency, 15, 136
  function, 86, 105
  graph, 86, 105, 111
  internal, 112
  schedule, 86
  uncertainty, 86
Certification, 16
Certified Reference Materials, 83, 110
  definition, 110
  matrix matched, 83, 89
  use, 110
Clean-up, 66, 72
Co-chromatography, 67
Coefficient of variation, 79, 81, 144
Collaborative study, 3, 179, 188, 198
Combining z-scores, 191
Comparability, 12, 106
Complaints, 207
Compliance, 17, 21
  specification, 57
Confidence interval for mean, 145
Consumables
  chemical, 126
  grade, 126
Containers, 132
  closures, 133
Contamination, 70
Control charts (see Quality Control charts)
COSHH, 134
Coverage factor, 174
Customer requirements, 4, 5

Data
distribution, 140–142
handling, 139
population, 140
sample, 140
Degrees of freedom, 144
Distribution (of data), 140–142
  Gaussian, 141
  location, 141
  normal, 141
  rectangular, 168
  triangular, 169
Documentation, 92, 201–207, 229
control, 206

Environment, 118–119
Equipment, 59, 120
cleaning, 125
drying, 125
maintenance, 136–137
selection, 120, 122
Equipment qualification, 122–124
design qualification, 123
installation qualification, 123
operational qualification, 123
performance qualification, 123
Error, 157
  analytical, 192–193
  non-analytical, 192–193
  random, 157–158
  systematic, 157–158
European Foundation Quality Management, 22
Fit for purpose, 5, 73, 92, 218

Good Laboratory Practice (GLP), 21, 219–226
  compliance monitoring, 17
  requirements, 219–225
Good laboratory practice (best practice), 21, 99

Hazard data sheets, 135
Health and Safety, 60, 134
Homoscedasticity, 89
Horwitz equation/function, 64, 81
Independent portions, 80
Inspection level (sampling), 37
types, 38
Instruments
  sitting, 120
Interference, 70
Labelling, 127
Laboratory
design, 119–120
environment, 118, 120
Level of significance, 146
Limits
  action, 148
  of detection, 56, 87
  of quantitation, 57, 88
  instrument detection, 87
  method detection, 87
  quality control, 92
  warning, 148
Linearity, 86, 88–89
Losses, 73

MAD, 194
MAD_E, 194
Management Review, 19, 230, 238–239
Matrix effect, 70–72, 83
Mean (arithmetic), 143
Measurand, 51
Measurement uncertainty (see Uncertainty)
Method(s)
  accepted, 54
  classification, 53–54
  empirical, 83, 162
  in-house, 53
  layout, 94
  performance criteria, 62, 73
  performance parameters, 73, 77
  primary, 54, 55, 107
  quantitative, 52
  regulatory, 54
  routine, 54
Index

scope, 83, 89–90, 92, 95
screening, 6, 53–54
selection, 51–62
standard, 54
statutory, 53–54
surveillance, 53–60
Method validation, 73–92
Method verification, 74

Nonconforming products, 39
Nonconforming work, 236–238
Nonconformities, 226, 232, 234, 236

Operating characteristics curve, 41
Opinions and interpretations, 210–212

Portion
analytical, 27
test, 27

Precision, 57, 78, 159
intermediate, 58, 80
limits, 57
Predicate rules, 224
Principal Investigator, 220

Proficiency Testing (see also AssIGNED value, Target range), 3, 20, 179
interpreting performance, 191–193
organization, 182–183
schemes, 182
statistics, 184

Proficiency Testing performance measures (scores), 188–191
$E_n$-score, 190
$Q$-score, 190
$z$-score, 189
$z^*$-score, 189
zeta-score, 189

Quality (see also Fit for purpose), 4
definition, 5
Manager, 18, 232, 234, 240
Manual, 18, 201, 214, 216, 229
policy, 229
responsibility for, 239–240
Quality Assurance, 11, 14–23
Quality Assurance audit, 14, 225, 230, 236
check list, 248–251
coverage, 235
del, external, 16, 230
horizontal, 236
internal, 18, 19, 230, 234
planning, 233
report forms, 242–247
responsibilities, 230, 232
second-party, 230
third-party, 16, 18, 231
training auditors, 233
vertical, 236

Quality Assurance unit, 221, 224, 226

Quality Control, 14–15, 115–118
del, external, 15, 181
internal, 15, 179
procedures, 97
samples, 92, 96, 116–118, 154

Quality Control charts, 147–156
CUSUM, 150
moving average, 150
range, 154
Shewhart, 147

Quality Management systems, 14, 15,
19–21, 213–214, 217
benefits, 215
ISO 9001, 15, 18, 19, 228–229
ISO 15189, 16, 20
ISO/IEC 17025, 16, 18, 226–228
Quality Procedures, 202
Standard Operating Procedures, 18, 202
Work Instructions, 18, 202

Quality System Review, 232

Reagent(s)
manipulation, 132
preparation, 131

Records, 203
archiving, 210
controlling, 206
copying, 209
electronic, 222
generating, 205
identification, 205
management, 203
storing, 210

Recovery, 58, 85
Reference Materials (see also Certified Reference Materials), 108–109
  definition, 109
  European, 110
  matrix, 78, 109
  Standard, 110
Relative standard deviation, 79, 81, 144
Repeatability, 57, 79, 161
Reproducibility, 57, 80, 161
  within laboratory, 58
Robust statistics, 186, 193–196
Results
  comparability, 12, 106
  reporting, 207
  wrong, 69
Ruggedness testing, 4, 90
  Plackett–Burman design, 90
Safety, 60, 134
Sample(s)
  aggregate, 27
  batch, 27, 34, 37–39, 42
  blind, 116, 118
  composite, 27, 29, 31, 43
  gross, 27
  handling, 45–49
  heterogeneous, 29, 35
  holding time, 48
  homogeneous, 29, 36
  increments, 27, 33–34
  label, 47
  laboratory, 25, 27, 29, 32, 35–36, 41–42, 45
  lot, 27, 37–38, 42
  number, 34–35, 37
  primary, 27, 37
  random, 29–31, 33
  repeat, 117
  representative, 29–30, 35
  selective, 29–30, 34
  size, 35, 38–39, 41, 59
  spike, 118
  static, 29
  storage, 45–49
Sampling
  acceptance, 34, 37–41
  acceptance by attributes, 34
  acceptance by variables, 34
  acceptance number, 40
  bulk, 34
  judgement, 34
  Legal and statutory requirements, 32
  non-probability, 34
  plan, 26, 31, 34–41
  probability, 33
  programme, 32
  random, 33
  rejection number, 39, 41
  schemes, 26–27, 32
  stratified, 34
  subsampling, 41–44
  systematic, 34
  uncertainty, 26, 36
Selected techniques
  extraction, 72
  GC, 67–68
  HPLC, 67
  MS, 68
  TLC, 66
  Selectivity, 60, 78
  Sensitivity, 86
  Sensitivity coefficient, 170
  Sign-off, 92
  Specificity (see Selectivity)
  Spiking, 83, 112
Standard(s)
  chemical, 111, 118
  external, 111
  internal, 112
  secondary, 106
  transfer, 106, 108
Standard additions, 112–115
Standard deviation, 79, 142
  blank, 87
  pooled, 80
  population, 144
  relative, 144
  sample, 144
  within-batch, 87
Standard deviation of the mean, 79, 145, 167
Standard Reference Materials (see Reference Materials)
Storage conditions, 134
Index

Student t-test, 91
Student t-value, 57, 87, 91, 145, 167, 169, 253
Study Director, 220
Subsamples, 41
System suitability testing, 118

Target range, 187–188
Target value, 148
Traceability (metrological), 13, 78, 106–109
True value, 57–58, 65, 141, 157
Trueness, 58, 63, 82

Uncertainty, 7, 58, 78, 156–176
combining, 170
evaluation, 162
expanded, 174
identification, 163–164
interpreting, 175
quantification, 165
sampling, 164
sources, 164–165
specification, 162
standard, 166–169
Type A, 166
Type B, 166
Unreliable data, 2, 4

Validation (see Method validation)
VAM principles, 22
Variance, 143–144
pooled, 80
population, 143
sample, 144
Verification (see also Calibration, Method verification), 104
V-mask, 153

Warning limits (see Limits)