

Laboratories and Quality Department Water Authority of Jordan (WAJ)

1.0. Turnaround Time

- Turnaround time is referred to also as Data Validation Maximum Time (L-HTA-R001 or latest revision). It is defined as the time required approving, validating and issuing results after completing the analysis within the specified analytical holding time. The Standard turnaround time for all clients, including industries, municipalities and government agencies, is ten to fifteen working days after completing the analysis taking into consideration the maximum period between receiving the sample and issuing the analysis test report does not exceed two months.

- If the analytical requests are not clearly defined on the laboratory request form, the turnaround time will begin after all questions have been answered completely.

- All analytical reports for external clients of the laboratory are delivered by hand or by fax unless other methods of delivery have been previously arranged with the client.

- For the internal clients (the laboratory monitoring sections) who can view their results on the laboratory LIMS the "Analysis Test Reports" can be delivered to them by hand upon request only.

1.1. Expedited Turnaround Time

- Rush or expedited turnaround time is available upon request.

- Contact the Head of Information Section for information and availability if you have a need for expedited turnaround.

- All rush turnaround reports are sent via facsimile by the end of the business day or as soon as they become available. Reports to be delivered by hand will follow unless other methods of delivery have been previously arranged.

- Relevant information like the contact details and the statement URGENT should be clear on the Analytical Request Form.

2.0. Sample Handling

2.1. Sample Delivery

- The Laboratories and Quality Department- WAJ receives samples Sunday through Thursday, except holidays from 7:30 a.m. to 3:30 p.m.

- Samples may be delivered at alternate times only by previous arrangement.

- All samples must be accompanied by an "Analysis Request Form" that is provided at the Sample Reception Area. Samples and their required analysis with all relevant information should be recorded clearly on the request form.

- If the samples are delivered to the Sample Reception Area after the end of the working hours the person delivering the samples should place the samples inside the refrigerator, the accompanying request form should be placed inside a box placed outside the reception room. The steps to be followed by the sample deliverer mentioned in this point are documented and posted outside the door of the reception room.

2.2. Sample Retention

Samples (Trace metals, major chemistry & isotopes) are held for ten days after the approval of results. Upon a written request from the customer / a note on the "Analysis Request Form",

the Laboratories and Quality Department- WAJ will retain samples for longer periods of time but not to exceed six months or the sample holding time (WI-SCH-R001) whichever comes first.

2.3. Sample Return

Upon client request, the Laboratories and Quality Department- WAJ will return the un-used portion of all samples after completion of the analyses. This request must be submitted in writing at the time of submission of the samples. (It may be noted on the Request Form for convenience).

2.4. Sample Disposal

Samples are held in archive 10 days after all analysis are complete and after approval of results. Samples are then disposed.

2.5. Hazardous Samples

The Laboratories and Quality Department- WAJ must be notified if the received samples contain biohazardous waste, radioactive material or any other type of Hazardous material, and the department retains the right not to accept such samples.

2.6. Samples from outside the Kingdom

The Laboratories and Quality Department- WAJ is capable of receiving samples from outside the Kingdom. All relevant information must be noted on the request form or any relevant correspondence submitted with the samples.

3.0. Standard Agreements

3.1. Confidentiality

- All work performed for our clients is considered confidential. No reports or copies of laboratory documentation will be released to any party other than the client unless written authorization is provided by the client.

- In case when the client requests data and information originally existing in WAJ laboratory data base, WAJ management will reserve the right to request an end use certificate for the submitted data and information indicating it will be solely used for the intended purpose and to acknowledge the source of the requested data and information.

3.2. Test methods

The client can specify the test method to be followed at the premises of the Laboratories and Quality Department- WAJ from the provided laboratory master list of test methods carried out for the different determinants. In case the client does not specify the method to be used, the laboratory reserves the right to select the appropriate method (ISO/IEC 17025:1999 clause 5.4.2).

3.3. Reporting

- The Laboratories and Quality Department- WAJ reserves the right to submit a simplified report of the analytical results to internal and external clients unless otherwise stated in a written agreement with the client (ISO/IEC 17025:1999 clause 5.10.1).

- The laboratory can provide additional information regarding test results upon request from the client that include but not limited to: measurement uncertainties, quality control data and compliance/non-compliance with the Jordanian Standards for water and wastewater.

- In case of the inability to perform some tests after the laboratory receives the samples for unforeseen circumstances, the laboratory will inform the client by any means to recommend

appropriate actions; i.e. to convert to the alternative plan for laboratory analysis or subcontracting.

- The unique identification of the issued analytical test report is the sample number and is thus considered the laboratory reference number.

- In case of in any non conformance in the analytical data reported to the client (interpretation of quality control data against acceptance criteria or matrix interferences, etc...) the customer will be alarmed by noting the case on the Analysis Test Report. For more clarification and results justification the customer is advised to contact the Head of Quality Assurance Section.

3.4. Payment

- For the paid laboratory services requested from i.e. the Private Sector, a formal letter of the requested services submitted to WAJ with a commitment to cover the due charges on the services requested by the client.

- The information needed to contact the client are recorded and registered on the "Analysis Request Form".

- Upon completing the requested service; an invoice for the cost of services is sent to the client by an appropriate communication method according to a prior agreement with him.

- The Analytical Test Report is delivered to the client after receiving a copy of the paid invoice notification.

3.5. Retention of Records

Data sheets, logbooks and other records relevant to the test results are retained in storage for a period of seven years. All records can thereafter be disposed of at the discretion of The Laboratories and Quality Department- WAJ without prior written notification to the client.

3.6. Liability

The Laboratories and Quality Department- WAJ performs services with reasonable care and diligence normal to the analytical testing laboratories. In the event of an error, the sole and exclusive responsibility of The Laboratories and Quality Department- WAJ shall be to re-perform the analytical work at its own expense. In no event shall The Laboratories and Quality Department- WAJ be held liable for any incidental, consequential or special damages, including but not limited to, damages in any way connected with the use of, interpretation of, information or analysis provided by The Laboratories and Quality Department- WAJ.

3.7. Force Majeure

The Laboratories and Quality Department- WAJ will not be responsible for delays or performance occasioned by unforeseeable causes beyond our control. Such causes include: acts of God, fires, floods, and unusually severe weather.

3.8. Subcontracting

The Laboratories and Quality Department- WAJ reserves the right to subcontract analyses to other laboratories (refer to the Quality System Manual WAJ-QSM-R005 or latest revision section 4.5). In this case, samples will only be sent to laboratories that meet our quality control/ quality assurance requirements and at the authorization of the client.

Note: Turnaround times for subcontracted analyses are not guaranteed.

3.9. Visits and Audits

The Laboratories and Quality Department- WAJ encourages our clients to visit our facility for a general laboratory tour or to discuss specific project requirements. Please contact us to arrange a site visit