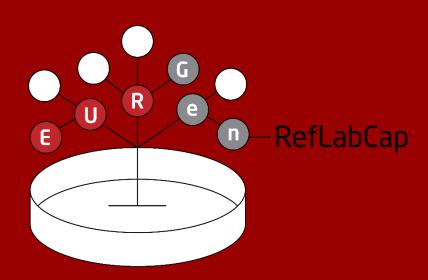




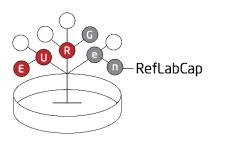
EURGen-RefLabCap webinar 19 January 2023 SC 2019 74 01



How to prepare an EQA for assessing AMR capability

Susanne Karlsmose Pedersen (suska@food.dtu.dk) DTU Food, Denmark





Aim of today's webinar

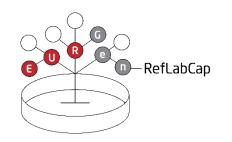
To support NRLs for <u>capacity building in local and regional laboratories</u> for detection and characterization of carbapenem and colistin resistant *Enterobacterales*, Carbapenem-resistant and/or colistin-resistant *Acinetobacter baumannii* complex and Carbapenem-resistant and/or colistin-resistant *Pseudomonas aeruginosa*

How to plan an External Quality Assessment (EQA)

- Give an overview of what is required when setting up an EQA, i.e.:
 - planning of activities,
 - launching activities, and
 - documenting that activities have been performed

Feel free to bring forward any input, questions, and suggestions – in the chat or orally





EUROPEAN STANDARD

EN ISO/IEC 17043

NORME EUROPÉENNE

EUROPÄISCHE NORM

February 2010

ICS 03.120.20

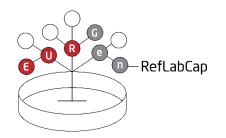
English version

Conformity assessment - General requirements for proficiency testing (ISO/IEC 17043:2010)

Évaluation de la conformité - Exigences générales concernant les essais d'aptitude (ISO/IEC 17043:2010) Konformitätsbewertung - Allgemeine Anforderungen an Eignungsprüfungen (ISO/IEC 17043:2010)

This European Standard was approved by CEN on 30 January 2010.





In short

An **Interlaboratory comparison** programme:

External quality assessment (EQA) programme or **proficiency testing (PT)** programme i.e.:

A system for objectively checking the laboratory's performance using an external agency or facility

EQA programmes:

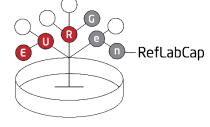
Typically designed to cover the <u>full workflow</u> of the laboratory.

The testing and reporting of test result may be extended with interpretation of results.

Aims to provide education to participants and promote quality improvement







The laboratory may apply a number of tools to ensure that the produced results are <u>valid and reliable</u>, among others:

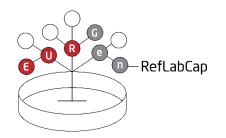
- Method controls
- Functional checks of equipment
- Replicate testing
- ...
- Participation in proficiency testing

Also, EQA's:

- Provides early warning for systemic problems
- Provides objective evidence of testing quality
- May identify areas that need improvement
- May identify training needs
- Is a tool for the accreditation body (ISO 15189 / ISO 17025)
- Provides knowledge for laboratories and organizer







EQA provider



Define EQA

Register participants

Select test material

Determine assigned values

Arrange shipment

Define how to receive submitted results

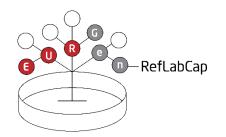
Analyse results

Provide evaluation

Participant





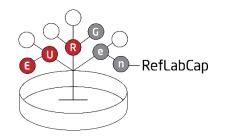


EQA provider









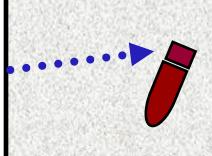
EQA provider



Determine assigned values

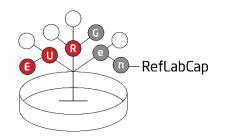
Protocol and results submission guidelines

Participant









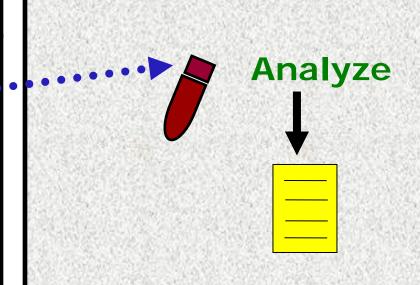




Determine assigned values

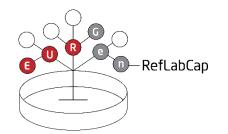
Protocol and results submission guidelines

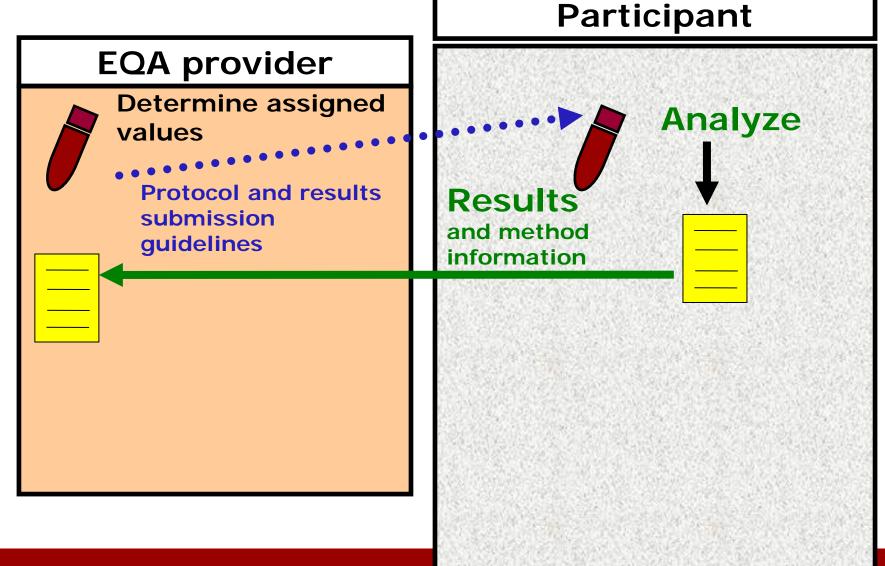
Participant



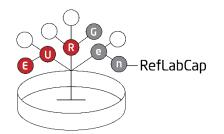


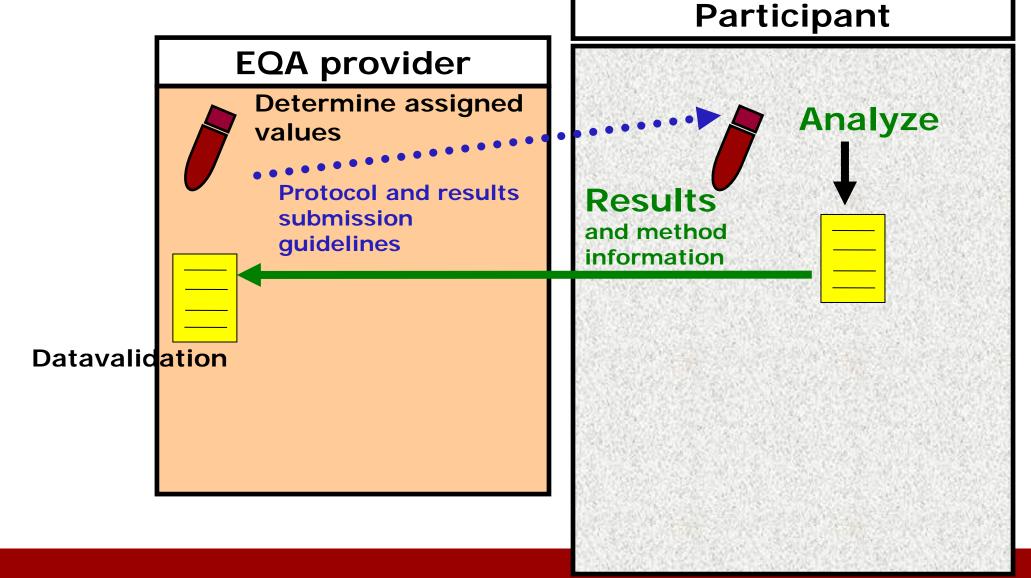




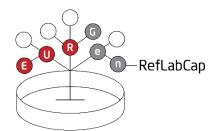


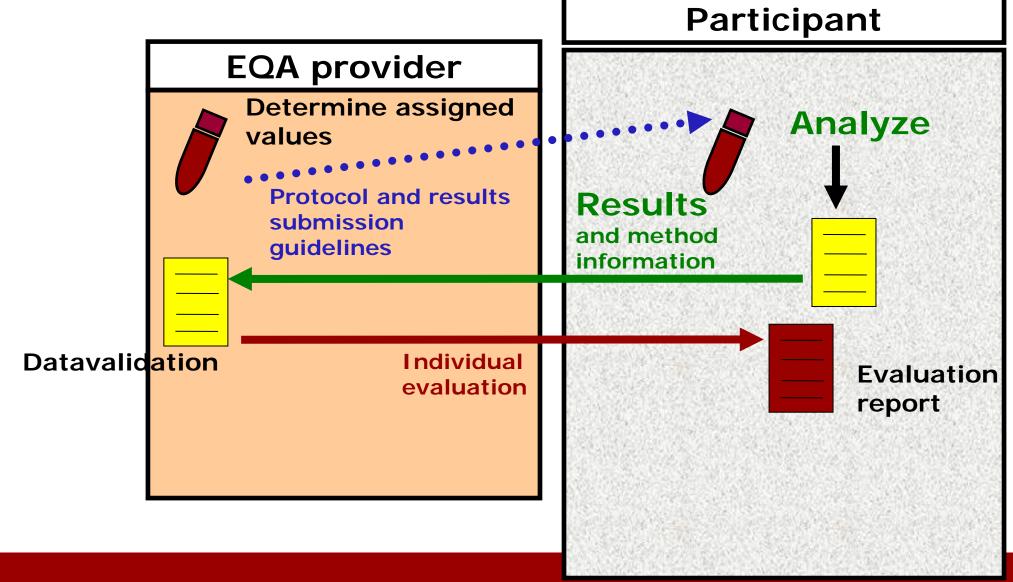




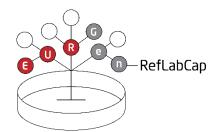


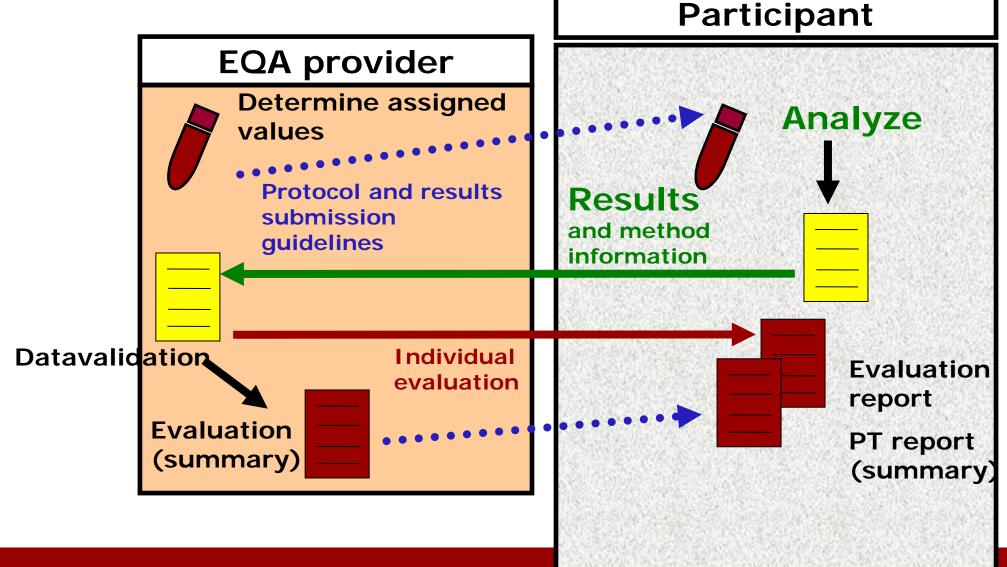




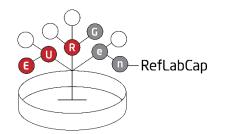


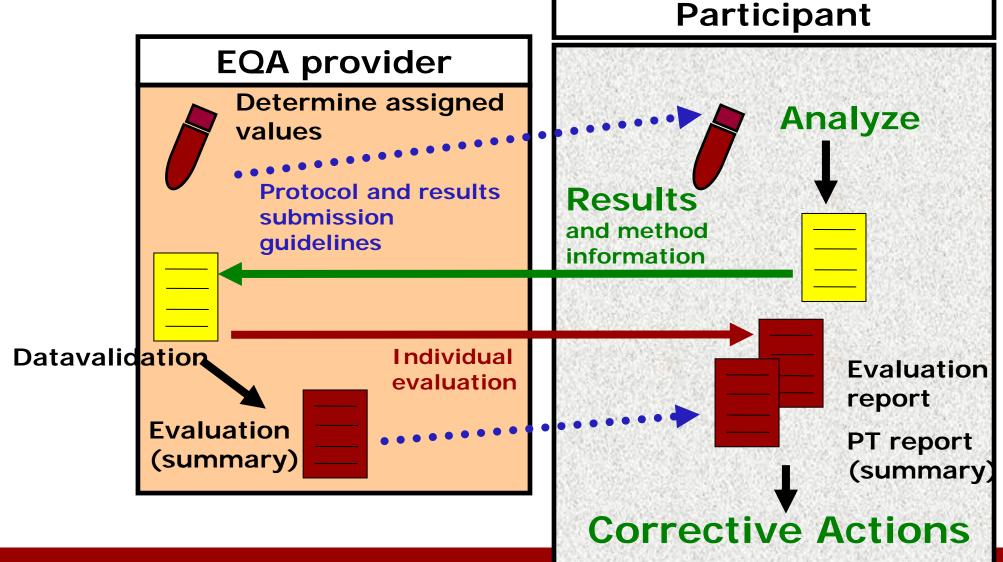






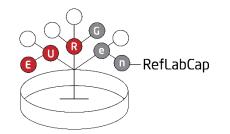








EQA test material



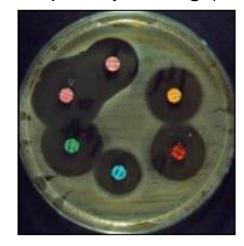
Pure cultures of microorganisms (DNA and/or sequences)

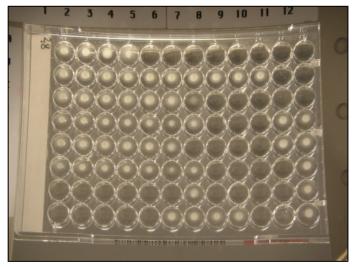
- Escherichia coli
- Klebsiella pneumoniae
- Acinetobacter baumannii
- Pseudomonas aeruginosa



Methods for phenotypic antimicrobial susceptibility testing (AST)

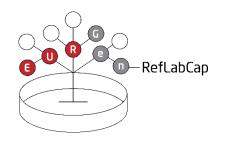
- Broth microdilution
- Disk diffusion
- Whole genome sequencing











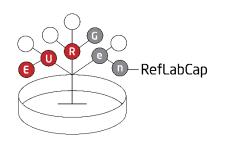
Technical requirements of the laboratory

EQA providers must

- Have **competence** to conduct interlaboratory comparisons (e.g. has ISO 15189 or ISO/IEC 17025 accreditation to demonstrate competence)
- Have (access to) **expertise** with the particular type of proficiency test items
 - Handling
 - Analysis (wet-lab)
 - Data analysis





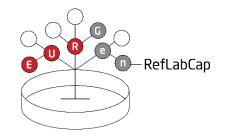


Technical requirements of personnel

EQA providers' personnel must

- Have necessary **authority**, **resources and technical competences** to perform their duties





Technical requirements of personnel

EQA providers' personnel must

 Have necessary authority, resources and technical competences to perform their duties

And document this, e.g. individually:

Vedr. bemyndigelse af **Susanne Karlsmose** (afd.M) som **koordinator** af urbud af præstationsprøvninger i bakterieisolater (serotypning, identifikation og resistensbestemmelse) iht. M00-06-001, SOP for forberedelse og udsendelse af præstationsprøvning (inter-laboratory proficiency test)

Ad 4.

På grundlag af kompetencer opnået gennem uddannelse som levnedsmiddelingeniør og sit nuværende virke som akademisk medarbejder indenfor antibiotikaresistens og molekylær e idemiologi ved DTU Fødevareinstituttet, tildeles Susanne Karlsmose harmed underskriftsret for for eredelse og udsendelse af præstationsprøvning.

Susanne har siden sin ansættelse i forskningsgruppen (december 2006) været involveret i forberedelse og gennemførelse af præstationsprøvninger, bidraget til udvælgelse af testmateriale, metodebeskrivelse, vurdering af resultater samt rapportudarbejdelse. Herudover har Susanne været ansvarlig for kvalitetssikring af forberedelse og udsendelse af præstationsprøvning og har bl.a. udviklet SOP M00-06-001 (SOP for forberedelse og udsendelse af præstationsprøvning).

Susanne er desuden aktiv som underviser/oplægsholder til træningskurser og workshops, samt står til rådighed for at give individuel rådgivning vedr. metoder som benyttes i præstationsprøvningerne.

Dato og udstedelse: 10/10 2008 Dolle Xain Brigge

Susanne Karlsmose bemyndiges som koordinator for udbud af præstationsprøvninger. Hun har smiddelingeniør og sit nuværende virke ar spidemiologi ved DTU et for forberedelse og udsendelse af et for forberedelse og udsendelse af en underskriftsberettiget vedr. udbud af præstationsprøvninger.

nale aktiviteter indenfor EU-referencelaboratoriet (CRL-AR) samt itimicrobial resistance among foodborne pathogens, og i mt ovennævnte erfaringer med EQAS-arbejdet har Susanne nalysemetoder, der anvendes i forbindelse med der fastsættelse af tildelte værdier og afprøvning af homogenitet

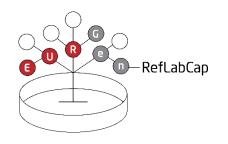
haggrund for at være bemyndiget som EQAS-koordinator. CV forefindes i dokumentsamlingen.

Dato og underskrift:__

15/3 2003





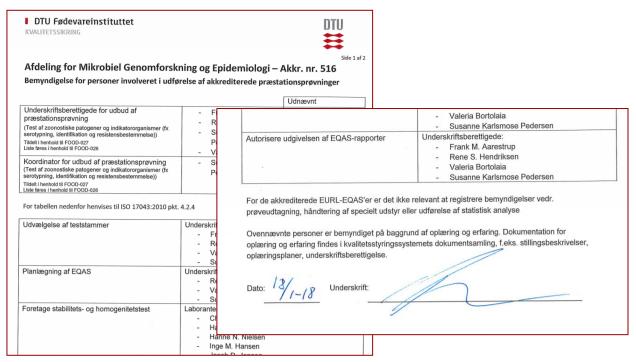


Technical requirements of personnel

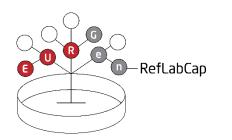
EQA providers' personnel must

- Have necessary authority, resources and technical competences to perform their duties

And document this, e.g. as a group:







Technical requirements – facilities, equipment

Facilities and equipment must be in place for

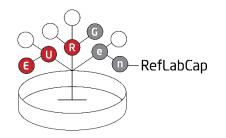
- Handling EQA items
- Producing EQA items
- Testing
- Storage
- Packing
- Despatch
- Data processing
- Communications
- Retrieval of materials and records
- Document when necessary:

For equipment, consider the same principles as for ISO 15189 and ISO 17025



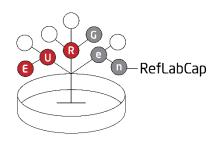
Design of an EQA scheme

- Plan
- Prepare EQA test items
- Perform homogeneity and stability tests
- Consider statistical design
- Determine assigned values







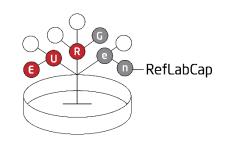


- Plan
- Prepare EQA test items
- Perform homogeneity and stability tests
- Consider statistical design
- Determine assigned values

\cap	■ DTU Fødevareinstituttet KVALITETSSIKRING	G00-06-001 2. udgave Bilag 3A - Side 1 af 4 Gyldig fra 23. juni 2017					
	Oversigt over forberedelse til en EQAS	Dette bilag styres uafhængigt af SOP'en					
 Dette bilag er udarbejdet som et eksempel Skemaet udfyldes inden påbegyndelse af en præstationsprøvning Afsnit i dette bilag som ikke er relevant for den anførte EQAS kan slettes i skemaet nede underskrives med dato og initialer Når det er udfyldt og forsynet med dato og initialer gælder informationerne for den angiv 							
	Informationeme nedenfor gælder for flg. EQAS:						
	Årstal: 2017						
0	Denne præstationsprøvning er udført af EURL-AR på Salmonella/Campylobacter udført af EURL-AR på E. coli/enterococcer/staphylococcer udført af WHO collaborating centre på Salmonella. Udarbejdet af: (dato og initialer)						
	a) Navn og adresse af udbyder af	Antibiotikaresistens, Fødevareinstituttet					
	præstationsprøvning	Kemitorvet, Bygning 204					
	(The name and address of the provider of the	2800 Lyngby					
	proficiency testing scheme)	Danmark					
	b) Navn og adresse på koordinator og andre personer involveret i designet og afviklingen af prøvningen	Navn og titel: Frank M. Aarestrup, Professor Navn og titel: Susanne Karlsmose Pedersen, Coordinator					
	(The name and address of the coordinator and other	Navn og titel: Rene Hendriksen, Senior Scientist					
	personnel involved in the design and operation of the scheme)	Adresse: Se ovenfor					
	c) Formål med præstationsprøvningen	EURL: At lave en præstationsprøvning på udførelse af AST af Salmonella, Campylobacter					
	(The objectives, nature and purpose of the scheme)						
	d) Kriterier for udvælgelse af deltagere, eller	EURL: Deltagere i EU EQAS skal være udnævnt					
	kriterier som deltagere skal opfylde for at kunne deltage	til at være NRL for deres land eller region, de skal være EU medlemsstat, EFTA, associeret land, land på vej til at blive EU-medlem. Eller deltagerne skal					
	(Where appropriate, a procedure for selection of scheme participants, or criteria to be met before	på anden vis associeret med EU i forbindelse med antibiotikaresistens.					







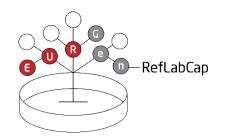
- Plan
- Prepare EQA test items
- Perform homogeneity and stability tests
- Consider statistical design
- Determine assigned values

Example, checklist

For the relevant of the following tasks, the results are archived in the EQAS binder.

	Appendix (Bilag)	Date/initials
Project description made (for technician)		
(Projektbeskrivelse udarbejdet (til laboranten))		
Overview over preparation of EQAS filled in	3A	
(Oversigt over forberedelse af en EQAS udfyldt)	3A	
Prenotification sent	4A	
(Fremsendelse af prænotifikation)	4A	
Make sure we have the relevant ref-strains (ATCC),		
otherwise order new ones	-	
(Tjekke op på referencestammer, evt. bestille nye)		
Ask about import permits		
(Forespørge til eventuelle importtilladelser)	-	
Prepare test forms	4D	
(Forberede testforms)	40	
Prepare protocol	4D	
(Forberede protokol)	40	
Prepare 'Instructions for opening and reviving lyophilised		
cultures'	4E	
(Forberede 'Instructions for opening and reviving	415	

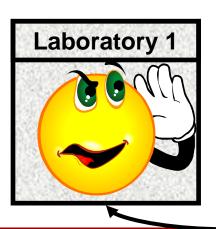


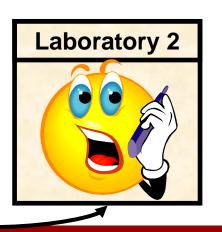


Planning includes having an overview (written/document, where relevant) of:

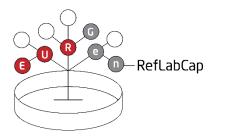
- Who is the provider (institution)
- Who is the coordinator (person)
- Activities subcontracted?
- Criteria to meet for participation
- Number and type of expected participants in the EQA
- Information on what the participants are to identify
- Reasonable precautions to prevent collusion/falsification of results

No discussion between labs!









Planning includes having an overview (written/document, where relevant) of:

- Who is the provider (institution)
- Who is the coordinator (person)
- Activities subcontracted?
- Criteria to meet for participation
- Number and type of expected participants in the EQA
- Information on what the participants are to identify
- Reasonable precautions to prevent collusion/falsification of results
- Origin of assigned values
- Criteria for the evaluation of the performance
- To which extent will the results and conclusions be made public?
- What will be done in case of lost of damaged EQA test items





For a <u>new EQA</u> to be setup, consider **detailing** and **documenting** the plan

Suggestion for setup developed by the OHEJP CARE project:

'D 1.3.2 SOPs for specific WGS proficiency testing distributions'

(available via:

https://zenodo.org/record/7467902#.Y8F8Z3bMKUI)

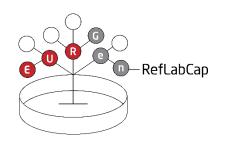
Appendix 1

Template for the design, planning, execution and evaluation of cross sectoral PTs

NEW PT SCHEME - PLANNING AND DESIGN

Scheme Title:	PT Scheme number	
Introduction and purpose of scheme		
What are the challenges for participants, other than finding the target analyte, does the scheme offer? e.g. diultions of the same sample, duplicate samples, negatives, sera with antibodies to other diseases		
Determinands:		
Test method(s):		
FECHNICAL EXPERTS CONSULTED		
Technical expert involved at scheme planning (name) – test / disease expert, statistician, other. Give reason or using this expert.		
NGS PTs STRAIN SELECTION		
Strain selection inclusive of different selection inclusive of different selection.	ectors e.g vet, human, food	
SAMPLE DETAILS		
Number of samples per distribution Sample volume		
sample volume		
Where raw material is obtained, what i		
Samples produced in-house or externa		





Design of an EQA scheme – EQA test items

- Plan
- Prepare EQA test items
- Perform homogeneity and stability tests
- Consider statistical design
- Determine assigned values

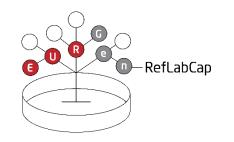
For the selected EQA test items:

Metadata for the archives

Material transfer agreements?

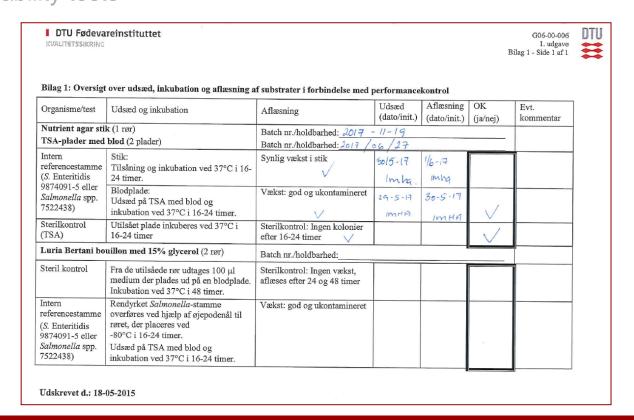
EURL 2017 S-12.1	WHO 2017 Salm R		
EURL 2017 S-12.2	EURLI6-SALM-C	QBS er fre EURL-EQAS'en 2016	EURL S-103
EURL 2017 S-12.3	WHO 2017 Salm A		
EURL 2017 S-12.4	WHO 2017 Salm B		Ulla 24.07
EURL 2017 S-12.5	WHO 2017 Salm F		C-II CC
EURL 2017 S-12.6	WHO 2017 Salm I		
EURL 2017 S-12.7	WHO 2017 Salm M		
EURL 2017 S-12.8	WHO 2017 Salm Q		
Mht. Campylobacter e	r disse dem vi tager med til EQAS'e	en tår:	
EURL 2017 C-12.1	EURL17-CAMP-B		
EURL 2017 C-12.2	EURL17-CAMP-D		
	EURL17-CAMP-E		
EURL 2017 C-12.3			
	EURL17-CAMP-F		
EURL 2017 C-12.3 EURL 2017 C-12.4 EURL 2017 C-12.5	EURL17-CAMP-F EURL17-CAMP-H		
EURL 2017 C-12.4 EURL 2017 C-12.5			
EURL 2017 C-12.4	EURL17-CAMP-H		





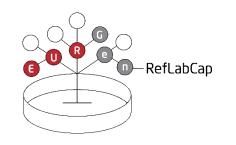
Design of an EQA scheme – EQA test items

- Plan
- Prepare EQA test items
- Perform homogeneity and stability tests
- Consider statistical design
- Determine assigned values



Batch control of media





Design of an EQA scheme – EQA test items

- Plan
- Prepare EQA test items
- Perform homogeneity and stability tests
- Consider statistical design
- Determine assigned values

Consider – should provider's own personnel participate in the EQA?

If so, consider making colleagues participating sign that they 'solemnly declare' they will not look for data/info from the preparatory work

Årstal: <u>2017</u>				
☐ EQAS udført af EURL-AR på Salmonella/Campylobacter ☐ EQAS udført af EURL-AR på E. coli/enterococcer/staphylococcer ☐ EQAS udført af WHO collaborating centre på Salmonella.				
Flg. medarbejdere er involveret som deltagere i p				9
underskrift nedenfor på tro og love, at de ikke har opsøgt eller vil opsøge info om de forventede resultater for prøverne.				EQAS-deltagelse
Medarbejdernavn	Dato og underskrift		ddraget	Personale der har været inddraget i
Birthe Lund Rene S. Hendirliser	29/8.2017 By	In few L	ller or selve	udførsel af AST og/eller serotypning under egen deltagelse i EQAS'en
Medarbejdere involveret i det koordinerende arbejde vedr. ud præstationsprøvninger samt i det forberedende laboratoriearbe MIC-bestemmelse må gerne være gengangere.				Hvor man er EQAS-deltager må man ikke have været med i forberedelsen eller i det koordinerende arbejde med EQAS'en.
Gunh	ild to N	Gunhild Annette N		Birthe Lund Rene Hendriksen



B O R B O RefLabCap

Design of an EQA scheme – homogeneity and stability

- Plan
- Prepare EQA test items
- Perform homogeneity and stability tests
- Consider statistical design
- Determine assigned values

EURL EQAS 2017 Salmonella og Campy

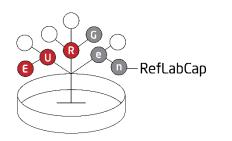
Homogenitetstest for Salm. - 2 sticks fra hver ($^{\sim}$ 5%)

		Α	В
	EURL S-12.1	OK	OK
	EURL S-12.2	05	OK
e.	EURL S-12.3	OK	OK
	EURL S-12.4	OK	OK
	EURL S-12.5	OK	OK
	EURL S-12.6	OK	CK
	EURL S-12.7	OK	OK
	EURL S-12.8	OR	OK

Participants must receive comparable EQA test items, i.e.:

- Establish criteria for <u>suitable homogeneity and stability</u> <u>tests</u> - which extent is required?
- Homogeniety tests (viability/purity)
- Stability tests
- Document!

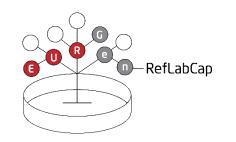




Design of an EQA scheme – statistical design

- Plan
- Prepare EQA test items
- Perform homogeneity and stability tests
- Consider statistical design
- Determine assigned values





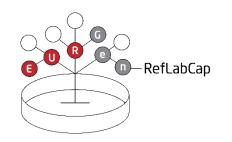
Design of an EQA scheme – assigned values

- Plan
- Prepare EQA test items
- Perform homogeneity and stability tests
- Consider statistical design
- Determine assigned values

Example:

- Select candidate bacterial isolates
- For these:
 - Previous test results?
 - In-house test
 - In-house re-testing
 - Verification of results at external laboratory
 - Select test isolates
 - Prepare test isolates for shipping
 - After production of the test strains, confirm results (and perform homogeneity test)
 - => document!





Design of an EQA scheme – assigned values

- Plan
- Prepare EQA test items
- Perform homogeneity and stability tests
- Consider statistical design
- Determine assigned values

Or:

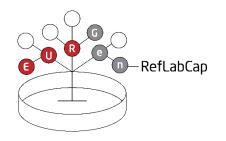
Consensus value as the assigned value => document!



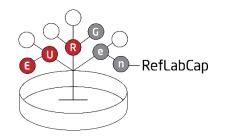


Operation of an EQA scheme

- Instructions for participants
- EQA test items handling and storage
- Packaging, labelling and distribution of EQA test items





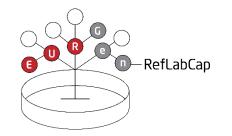


Operation of an EQA scheme

Give detailed documented instructions to all participants, including

- Conditions of storage of EQA test items
- Methods to apply for the testing
- Timing of the testing
- Any appropriate instructions on handling the EQA test items (e.g. biosafety issues)
- Specific and detailed instructions on how to record and report test results
- Deadline for submitting results
- Contact details for the EQA provider





Operation of an EQA scheme

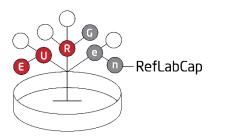
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- Specific and detailed instructions on how to record and report test results
- Deadline for submitting results
- Contact details for the EQA provider

Normally test method of the participants' choice, which should be consistent with their routine procedure – if so, take steps to assess participants' results based on the relevant methods.

Though, instructions may be given to use a specified method.





Data analysis and evaluation

Consider how to receive results

Consider which data processing equipment and software to use

Ensure that computer system maintenance includes a <u>back-up process and system</u> <u>recovery plan</u>

Record and analyse results received from participants by appropriate methods

- Procedures to check
 - The validity of data entry
 - Data transfer
 - Reporting
- Consider how to identify and handle potential outliers
 - Robust statistical method?!





Data analysis and evaluation

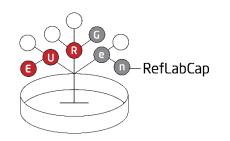
Everything does not always go according to plan...

EQA providers need to be able to identify and manage EQA items that have been distributed and are subsequently found to be unsuitable for performance evaluation, e.g. because of inhomogeneity, instability, damage or contamination

- ⇒ Experience with time
- ⇒ Case by case approach typically necessary



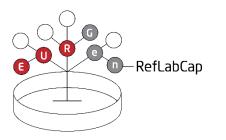




Use valid methods for evaluation

- Describe the basis of the evaluation
- Where appropriate for the purpose of the EQA, provide expert comments on the participants' performance with regard to e.g.:
 - Overall performance
 - Variation within and between participants
 - Variation between methods
 - Possible sources of errors
 - Suggestions for improving performance
 - Advice and educational feedback
 - Conclusion





EQA report

Let an EQA report be clear and comprehensive and include data covering the results of all participants, together with an indication of the performance of individual participants

Let the report include

- Procedures used to establish assigned values
- Comments on participants performance by EQA provider (and technical advisors, if any)
- Comments or recommendations based on the outcomes of the EQA round

E.g.: Report in review with technical advisors before finally publishing the report





RefLabCap

Communication with participants

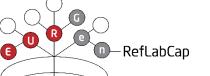
Detailed information must be available about the EQA, i.e. on:

- the scope
- fees
- eligibility criteria for participation
- confidentiality arrangements
- how to apply/register

'Black-on-white' is preferred, i.e.: Email, website, hard copy letters, submission database Less recommendable, maybe: ftp-folder, phone







Communication with participants – prenotification

Example:

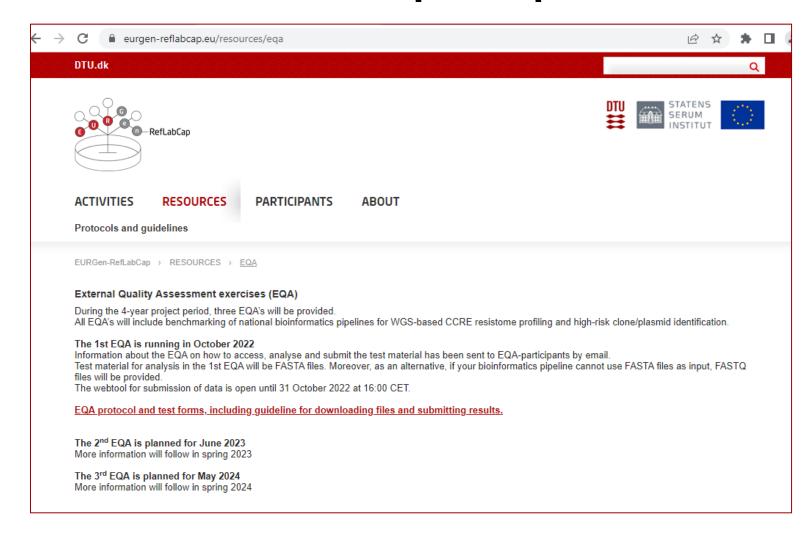




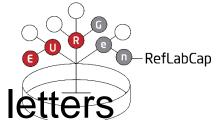


□—RefLabCap

Communication with participants – website







Communication with participants – hard copy letters







DTU Genom

LabID: 2022 Country: Den Institute: DTU Main contact: Perr NGS contact: Gun





silica gel desiccant pack. If moisture starts to appear, the desiccant pack must be changed.

Dear Pernille Nilsson, Access to

Please find enclosed th Test (PT) 2022.

Enclosed bacterial cul Depending on the leve - GENOMIC22-001-BA - GENOMIC22-003-BA - GENOMIC22-005-BA

The live bacterial cultu Transystem™).

In addition, pre-prepa

- GENOMIC22-001-DN - GENOMIC22-003-DN
- GENOMIC22-005-DN

Storage until handling Upon receiving the pa above.

Bacterial cultures: Sto sub-culture and prepa within 48 hours from I Pre-prepared DNA: Eit 3.3.2 Item 1b; DNA) ar evaporation, or store

- poration, or store t (a) A dry storage
- (b) A heat-sealed (c) If sequencing you may stor

Technical Univer

Access to submit reads in ScienceData

A link for your institution to access ScienceData for submission of reads (FASTQ-files) are listed below (see also the PT protocol, Appendix 1).

Your institution's link for ScienceData

s://sciencedata.dk/themes/deic theme oc7/apps/files sharing/public.php?t=cbad8da7bceba9445e9809b6113482e9&

Access to submit results in the webtool

Username and password for accessing the webtool for submission of method details and results from the analysis of the obtained sequences are personal (see the PT protocol, Appendix 2 and Appendix 3).

All registered participants in the DTU Genomic PT will receive a separate email presenting the relevant personal username and password. The email will be sent by the time when the webtool has gone through internal quality control and has been approved for user access. To ensure that you capture this information when it is sent so that you have your credentials at hand for submission of results, I will inform you when to look out for it (in case it goes into your spamfolder).

Personal username (webtool)	Personal password (webtool)
See underlined text above	See underlined text above

Further information

On the DTU Genomic website, you find further information relevant for the DTU Genomic Proficiency Test 2022 (see https://www.globalsurveillance.eu/projects/genomic-proficiency-test-2022), including details in relation to handling of the bacterial cultures and the pre-prepared DNA and submission of results and sequences.

Note that results must be submitted electronically no later than <u>9 December 2022</u>.

Please acknowledge receipt of this parcel immediately upon arrival (see enclosed 'Confirmation Form').

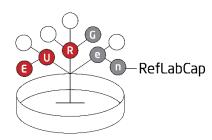
Do not hesitate to contact us for further information

Susanne Karlsmose Pedersen
DTU Genomic Proficiency Test Coordinator

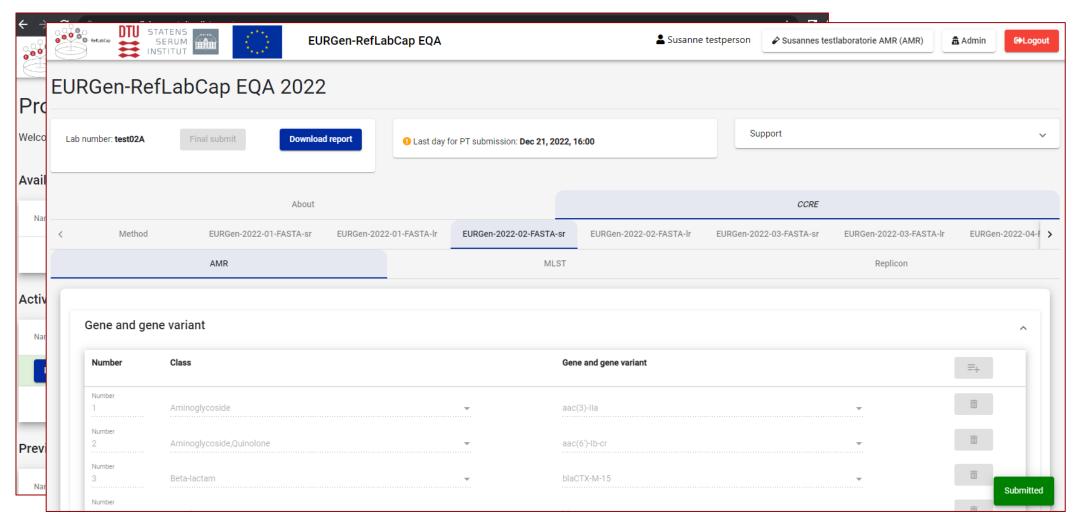
Technical University of Denmark, National Food Institute, Kemitorvet, Building 204, DK-2800 Lyngby, Denmark
Ph: +45 3588 6601, e-mail: suska@food.dtu.dk

Good idea to also follow up confirm this information by email!



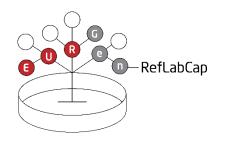


Communication with participants – webtool







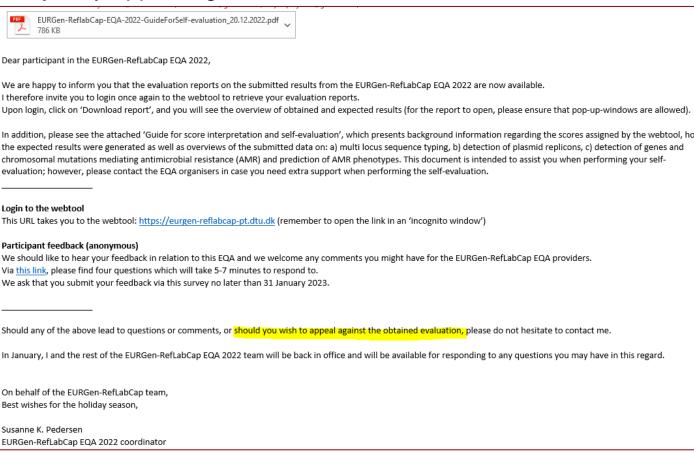


Communication with participants – appeal

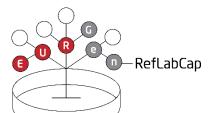
Communicate to participants that they may appeal against the evaluation of their

performance in a EQA scheme.

Example:







Communication with participants – certificate

If issuing a 'statement of participation or performance', make these contain sufficient information to not be misleading

Example:



Certificate of participation

This is to certify that

[Institute name], [Country]

Institute and country

participated in the EURGen-RefLabCap EQA 2022

assessing

technical and analytical skills for WGS-based carbapenem-resistant Enterobacterales (CRE) and colistin-resistant CRE (CCRE) resistome profiling and high-risk clone/plasmid identification

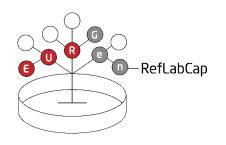
> Prof. René S. Hendriksen National Food Institute Technical University of Denmark



The EQA is an activity in the EURGen-RefLabCap project funded by the European Union (SC20197401)







Confidentiality

The identity of participants in a EQA scheme shall be confidential and known only to persons involved in the operation of the EQA scheme, unless the participant waives confidentiality.

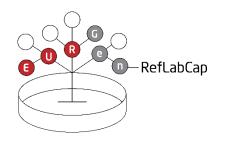
All information supplied by a participant to the EQA provider shall be treated as confidential.

NOTE: Participants may choose to waive confidentiality with in the EQA scheme for the purpose of discussion and mutual assistance, e.g. to improve performance.

If an interested party requires the EQA results to be directly provided by the EQA provider, the participants must be told in advance of participation.







Complaints and appeals

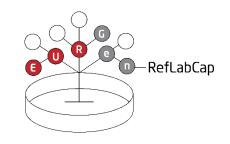
Have a procedure for the resolution of complaints and appeals received from participants. Maintain records for all complaints, appeals, investigations and corrective actions taken by the EQA provider.





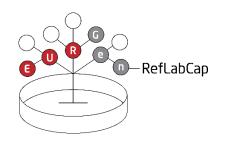
Follow a system to handle non-conforming work e.g. related to:

- participant complaints
- internal or external audits
- QC
- preparation of EQA test material items
- homogeneity and stability tests
- data analysis
- instructions to participants
- materials handling
- storage









Improvement of the EQA

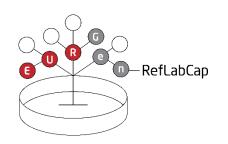
Aim to continually improve the EQA's, e.g. based on audit results, analysis of data, corrective and preventive actions and management review.

Or based on reports and comments from the participants.

Consider official participant feedback.







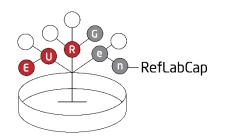
Follow-up on an EQA

Depending on the setup of the provided EQA, potentially:

- Participating laboratories are responsible for self evaluation, i.e. for follow-up on any deviating results
- Follow-up samples may be requested
- Participants may contact the organizer for discussions







Limitations with an EQA

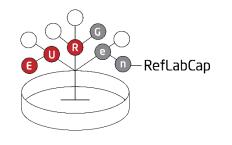
EQA's will not detect all problems in the laboratory!

Problems with the pre- and post examination procedures may not be detected!



Why EQA's?

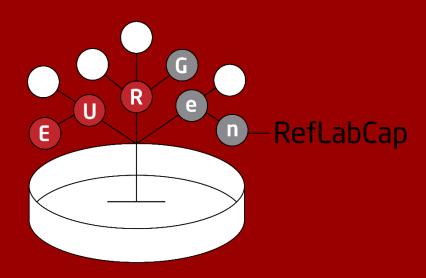
- Provides external evaluation of laboratories
 - Analytical competence, usage of methods, documentation
 - Comparison among different test sites
- Provides early warning for systemic problems
- Provides objective evidence of testing quality
- May identify areas that need improvement
- May identify training needs
- Is a tool for the accreditation body (ISO 15189 / ISO 17025)
- Provides knowledge for laboratories and organizer







Thanks for your attention!



Questions? Comments?

Ref.: – and further information, see: www.who.int/ihr/training/laboratory_quality/en/