



# **Choosing a Contract Lab**

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**Eenie-Meenie-Minie-Mo -  
Where should my samples go?**



# Core Concerns

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- **Communication**
- **Competence**
- **Flexibility**
- **Pricing**
- **Recommendations**

# Top 10 Questions When Choosing a Contract Lab

## #1-Information

- What do you need from me?
- How do you prefer to communicate?
- Dedicated customer service?

*Communication – Competence – Flexibility – Pricing – Recommendations*

# Top 10 Questions When Choosing a Contract Lab

## #2-QA/QC

- Independent department?
- Accredited?
- Follow any published standard or GLP?

*Communication – Competence – Flexibility – Pricing – Recommendations*

# Top 10 Questions When Choosing a Contract Lab

## #3-Outsourcing

- Will any of my samples be outsourced?
- Under what situations?
- To whom?

*Communication – Competence – Flexibility – Pricing – Recommendations*

# Top 10 Questions When Choosing a Contract Lab

## #4-Sample Handling

- Receipt
- Analysis
- Disposal

*Communication – Competence – Flexibility – Pricing – Recommendations*

# Top 10 Questions When Choosing a Contract Lab

## #5-Maintenance

- Written procedures/schedules
- Instruments/Equipment
- Records

*Communication – Competence – Flexibility – Pricing – Recommendations*

# Top 10 Questions When Choosing a Contract Lab

## #6-Methods

- SOPs
- EPA approved
- MUR

*Communication – Competence – Flexibility – Pricing – Recommendations*



# Top 10 Questions When Choosing a Contract Lab

## #7-Experience

- Method
- Matrix

*Communication – Competence – Flexibility – Pricing – Recommendations*

# Top 10 Questions When Choosing a Contract Lab

## #8-Data

- LIMS
- Bound books
- Audit trail
- Records retention

*Communication – Competence – Flexibility – Pricing – Recommendations*

# Top 10 Questions When Choosing a Contract Lab

- **#9-Timeliness**
  - **Standard TAT**
  - **Rush**
  - **Lab capacity**

*Communication – Competence – Flexibility – Pricing – Recommendations*

# Top 10 Questions When Choosing a Contract Lab

- **#10-The unexpected**
  - Results
  - “Lost” samples
  - “Lost” data
  - EPA questions

*Communication – Competence – Flexibility – Pricing – Recommendations*



# Choosing a Contract Lab

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- **Helpful websites**

- **OEPA DDaGW Labs**

- <http://www.epa.ohio.gov/ddagw/labs.aspx>

- **NELAP Accredited Labs**

- <http://www.nelac-institute.org/accred-labs.php>

# Choosing a Contract Lab

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