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Quality Management System – Policy and Programme Support Section					
<b>TEST REPORTS</b>					

## 1. PURPOSE

To describe the different ways to report the results to the customer.

## 2. SCOPE

This procedure applies to all results of measurements done in the testing laboratory.

## 3. RESPONSIBILITIES

### Service Group Leader

- To select the reporting method according to the specifications of the customer;
- To describe the reporting method specific to any measurement method in the respective working instructions;
- To periodically check the reports for correct content and form;
- To agree with customers on abbreviated ways of reporting and supply total method information once.

### Unit Head / Section Head

- To sign and authorize reports, when necessary.

### Quality Manager

- To incorporate information about the numbers of reports (numbers of analysis performed) into the annual report to the accreditation body.

	Function	Name	Signature and Date
Authorized	Section Head	K. Mrabit	12/10/2005
Approved	Unit Head	Pascal Deboodt	12.10.2005
Approved	Service Group Leader	R. Cruz-Suarez	7.10.2005
Approved	Service Group Leader	John Hunt	11 <sup>th</sup> Oct. 2005
Registered	Quality Manager	J. Zeger	5 October 2005

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s:\quality management\quality management documentation\general technical procedures\ PR-22-  
OP\_Test\_Reports\_V0.doc

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#### **4. DESCRIPTION**

For any measurement method selected to be applied within the framework of services supplied by the testing laboratory, a report has to be issued to the customer. These reports shall include all the information requested by the customer and necessary for the interpretation of the test results and all information required by the method used.

##### **4.1 Format of test reports**

The Service Group Leader shall specify within a working instruction, how this report is compiled, by whom the task has to be done and how the content of the report is checked and authorized. The Service Group Leader shall also provide a format for each measurement method, which has to be used for reporting.

Each test report shall include at least the following information:

- a) a title (e.g. "Test Report" );
- b) the name and address of the laboratory (IAEA);
- c) unique identification of the test report (such as the serial number), and on each page an identification in order to ensure that the page is recognized as a part of the test report and a clear identification of the end of the test report;
- d) the name and address of the customer;
- e) identification of the method used;
- f) a description of, the condition of, and unambiguous identification of the item(s) tested;
- g) the date of receipt of the test or calibration item(s) where this is critical to the validity and application of the results, and the date(s) of performance of the test;
- h) the test or calibration results with the units of measurement;
- i) the name(s), function(s) and signature(s) or equivalent identification of person(s) authorizing the test report;
- j) where deemed relevant to the Service Group Leader, a statement to the effect that the results relate only to the items tested
- k) deviations from, additions to, or exclusions from the test method, and information on specific test conditions, such as environmental conditions, if applicable and necessary;
- l) where deemed relevant to the Service Group Leader, a statement of compliance/non-compliance with requirements and/or specifications;

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- m) where applicable according to a decision of the Service Group Leader, a statement on the estimated uncertainty of measurement;  
information on uncertainty is needed in test reports when it is relevant to the validity or application of the test results, when a customer's instruction so requires, or when the uncertainty affects compliance to a specification limit;
- n) additional information which may be required by specific methods, customers or groups of customers.

#### **4.2 Abbreviated test reports**

In the case of tests or calibrations performed for internal customers, or in the case of a written agreement with the customer, the results may be reported in a simplified way. The customer shall receive, from the respective Service Group Leader, a written information containing all the above mentioned items, which will not change during the subsequent measurements and results reports. The reporting may, when the customer agrees in writing to this arrangement, be reduced to test report identification, description of the units tested (if necessary with the name of the customer), date of measurement and the results of these tests with the respective units added (items a, c, d, f, partly g and h of the above list). These abbreviated test reports shall also be authorized according to the respective working instructions.

#### **4.3 Additional information in test reports**

When the test report contains results of tests performed by subcontractors, these results shall be clearly identified.

When the Service Group Leader defines in a working instruction that opinions and interpretations are to be included in the test report, he shall document the basis upon which the opinions and interpretations have to be made. Opinions and interpretations shall be clearly marked as such in a test report. Examples for included opinions could be, but are not limited to:

- an opinion on the statement of compliance/noncompliance of the results with requirements;
- fulfillment of contractual requirements;
- recommendations on how to use the results;
- guidance to be used for improvements.

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#### **4.4 Transmission of test reports**

Test reports may be sent to the customer either in hard copy or in electronic form.

Whenever the electronic transfer is used, the same information content as in the hard copy form has to be transferred. The Service Group Leader has to make sure that the customers has the possibility to establish, who authorized the electronic report.

#### **4.5 Amendments, changes and addition to test reports**

Test reports have to be regarded as records (see [PR-09-OP](#)) and as such should not be changed.

If it is necessary by the decision of the Service Group Leader to change a test report, this has to be done by issuing a separate report or electronic transmission, which includes the statement: "Supplement to Test Report, serial number...".

The Service Group Leader has to inform the Quality Manager about any changed test reports and give the reason for this action. The Service Group Leader, if necessary with the help of the Quality Manager, has to decide whether a corrective and/or preventive action (see [PR-08-OP](#)) shall be initialised.

### **5. RECORDS**

There are no records coming out of this procedure as the handling of test reports is described in the respective working instructions.

The Quality Manager has to keep a list of changed, revised, amended or extended test reports including the reason for the action as reported by the respective Service Group Leader.