



**Quality – It's everybody's business**

**ACCREDITATION PROGRAMME FOR PUBLIC LABORATORIES**

**Questionnaire**

Kindly complete the following questionnaire providing very succinct and accurate information to assist us in shortlisting laboratories for selection in this year's Accreditation Programme for Public Laboratories.

\*Please note that our initial screening process will be hinged on the information and supporting details provided at this stage, so it is crucial to provide pertinent information in as detailed a manner as possible to support your application.

*For shortlisted laboratories, the information presented here will be verified before final consideration for technical and financial assistance, as outlined in the project brief.*

Responsible Line Ministry/ Name of Organization: \_\_\_\_\_

Name of Laboratory: \_\_\_\_\_

Address of Laboratory: \_\_\_\_\_

Officer in Charge of Organization: \_\_\_\_\_

Officer in Charge of Laboratory: \_\_\_\_\_

Officer in Charge for Quality of Laboratory (if different from above) \_\_\_\_\_

***Note: Kindly respond to all questions and their subsections. Supporting data should be provided where applicable.***

1. Please confirm your status as a public entity/laboratory as defined below (Please tick the most appropriate box):

A "public laboratory" will be taken to mean a laboratory associated with the following:

- a Ministry or a department or division of a Ministry;
- the Tobago House of Assembly, or a division of the Tobago House of Assembly;
- a Regional Health Authority established under the Regional Health Authorities Act;
- a statutory body, responsibility for which is assigned to a Minister of Government;
- a State-controlled enterprise

a body corporate or unincorporated entity:

- in relation to any function which it exercises on behalf of the State; or
- which is established by virtue of the President's prerogative, by a Minister of Government in his capacity as such or by another public authority; or



*Quality – It's everybody's business*

**ACCREDITATION PROGRAMME FOR PUBLIC LABORATORIES**

**Questionnaire**

a body corporate or unincorporated entity in relation to any function, project, scheme or arrangement which involves the use by it, of public money;

2. Explicitly identify/define the organisation's link to the National Development Strategy 2016-2030, Vision 2030) and any other national policies and priorities (current and upcoming projects can be included). The Organizations' Strategic Plan as well as any other pertinent documents should be included to support the explanation.

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

3. What sector does the laboratory services support? (Select all that apply)

(a) Food/Agriculture  Medical  Environmental  Energy

Other \_\_\_\_\_

(b) What tests/calibration services do you currently perform for the sector(s) above?

---

---

---

---

---



*Quality – It's everybody's business*

**ACCREDITATION PROGRAMME FOR PUBLIC LABORATORIES**

**Questionnaire**

(c) What tests/calibration services can you perform but have not provided since December 31, 2020?

---



---

4. Status of the Organization's Quality Management System

a. Does your organization have a documented quality management system as is required for ISO/IEC 17025:2017<sup>1</sup> Yes  No  OR ISO 15189:2012<sup>2</sup> Yes  No

b. Does your organization have the following component as required by ISO/IEC 17025:2017 or ISO 15189:2012? Tick the appropriate box and indicate as a percentage, your best estimate of the level of conformance to the standard in the space provided. Supporting evidence can be provided on a separate sheet/documents:

- |                                                     |                              |                             |       |
|-----------------------------------------------------|------------------------------|-----------------------------|-------|
| i. Forms and records                                | Yes <input type="checkbox"/> | No <input type="checkbox"/> | _____ |
| ii. Procedures and work instructions;               | Yes <input type="checkbox"/> | No <input type="checkbox"/> | _____ |
| iii. Internal audits;                               | Yes <input type="checkbox"/> | No <input type="checkbox"/> | _____ |
| iv. Impartiality and confidentiality;               | Yes <input type="checkbox"/> | No <input type="checkbox"/> | _____ |
| v. Management reviews;                              | Yes <input type="checkbox"/> | No <input type="checkbox"/> | _____ |
| vi. Calibrated equipment;                           | Yes <input type="checkbox"/> | No <input type="checkbox"/> | _____ |
| vii. Risk mitigation strategies                     | Yes <input type="checkbox"/> | No <input type="checkbox"/> | _____ |
| viii. Method validation;                            | Yes <input type="checkbox"/> | No <input type="checkbox"/> | _____ |
| ix. Uncertainties and traceability of measurements; | Yes <input type="checkbox"/> | No <input type="checkbox"/> | _____ |
| x. Evidence of training/competence                  | Yes <input type="checkbox"/> | No <input type="checkbox"/> | _____ |
| xi. Laboratory policy/objectives                    | Yes <input type="checkbox"/> | No <input type="checkbox"/> | _____ |
| xii. Quality manual                                 | Yes <input type="checkbox"/> | No <input type="checkbox"/> | _____ |

<sup>1</sup> ISO/IEC 17025:2017 – General requirements for the competence of testing and calibration laboratories

<sup>2</sup> ISO 15189:2012 Medical laboratories – Requirements for quality and competence



*Quality – It's everybody's business*

**ACCREDITATION PROGRAMME FOR PUBLIC LABORATORIES**

**Questionnaire**

- xiii. Process for Document Control      Yes       No  \_\_\_\_\_
- xiv. Environmental records      Yes       No  \_\_\_\_\_
- xv. Complaints handling;      Yes       No  \_\_\_\_\_
- xvi. Hazardous waste management      Yes       No  \_\_\_\_\_
- xvii. Customer Feedback Process      Yes       No  \_\_\_\_\_
- xviii. Communication Process (internal/external)      Yes       No  \_\_\_\_\_
- xix. Quality indicators (ISO 15189 ONLY)      Yes       No  \_\_\_\_\_
- xx. Other (please specify) \_\_\_\_\_

5. Have you previously participated in any accreditation activities including but not limited to the following?

- a. Participation in quality assurance programmes such as laboratory inter-comparisons or proficiency testing programmes
- b. Training on the requirements of ISO/IEC 17025       or ISO 15189
- c. Applied for accreditation assessment
- d. Other: use a separate sheet if necessary.

---



---



---



---



---

6. Give a detailed description of the current resources to facilitate the accreditation process and maintenance of accreditation such as:

- a. the number of staff and staff turnover rate (Divide total separations by the average number of employees and multiply the answer by 100 to convert to a percentage);



*Quality – It's everybody's business*

**ACCREDITATION PROGRAMME FOR PUBLIC LABORATORIES**

**Questionnaire**

---

---

b. the qualification and experience of staff involved in the process

---

---

---

---

---

c. budget that can be allocated to complement National Quality Policy support<sup>i</sup>

---

---

---

d. physical infrastructure status including

- i. fitness for purpose (i.e. for testing operation); \_\_\_\_\_
- ii. adequacy of space for lab operations; \_\_\_\_\_
- iii. suitability of location; \_\_\_\_\_
- iv. equipment adequacy and suitability; \_\_\_\_\_

7. a. Identify any key technical and resource gaps that may affect achieving accreditation:

Technical \_\_\_\_\_

---

---

---

Resource \_\_\_\_\_

---

---

---

---



*Quality – It's everybody's business*

**ACCREDITATION PROGRAMME FOR PUBLIC LABORATORIES**

**Questionnaire**

b. Provide estimated timeframes to close the gaps as well as estimated costs, if available.

---

---

---

---

---

8. a. Indicate the average number of test certificates/reports issued by your organisation per year;

---

b. Indicate your top 5 tests conducted annually; 1. \_\_\_\_\_ 2. \_\_\_\_\_  
3. \_\_\_\_\_ 4. \_\_\_\_\_ 5. \_\_\_\_\_

c. If your organisation is selected to receive support, please indicate:

i. Your proposed scope of accreditation; \_\_\_\_\_

ii. Your proposed internal methods for control, monitoring and evaluating the progress of your activities to meet project timelines

---

---

---

---



*Quality – It's everybody's business*

**ACCREDITATION PROGRAMME FOR PUBLIC LABORATORIES**

**Questionnaire**

**REQUIREMENTS AFTER SELECTION:**

**If selected you are committing to the below**

1. A contract shall be negotiated between TTBS and the laboratory's organization to define expectations, responsibilities, deliverables and timelines.
2. The laboratory shall apply for an **Accreditation Pre-Assessment** to be conducted by TTLABS or its successor organization. Pre-Assessment Applications shall be forwarded to the laboratory organization within **5 working days** of signing of the contract and payment of at least 50% of the Pre-Assessment Fees, the cost of which shall be borne by the laboratory's organization. The estimated cost is \$16,100.00 (Vat Exclusive). The results of the Accreditation Pre-Assessment shall be shared with the Project Steering Committee and Consultant.

\_\_\_\_\_  
Officer in Charge of Laboratory Department

\_\_\_\_\_  
Date

\_\_\_\_\_  
Permanent Secretary/CEO

\_\_\_\_\_  
Date

\_\_\_\_\_



*Quality – It's everybody's business*

## ACCREDITATION PROGRAMME FOR PUBLIC LABORATORIES

### Questionnaire

---

Kindly note that:

The programme will provide the following:

- A suitably qualified consultant to assist the organization in developing its management system to one of the above standards indicated as well as prepare for the accreditation process
- An Accreditation assessment by the Trinidad and Tobago Accreditation Laboratory Service (TTLABS) or its successor organization.

The programme does **not** include any of the following and, as such, it will be the responsibility of the organization to treat with:

- Recruitment of its staff;
- Technical training to build the competency of its staff;
- Infrastructural works related to the laboratory;
- Procurement of equipment and calibration of equipment;
- Quality assurance programmes such as proficiency testing protocols or inter-laboratory comparisons.