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## REVIEW PERIOD

**From: November 2011                      to: October 2012**

**Date:** October 31<sup>st</sup>, 2012

### **Attending staff:**

Liliana Valiente, Estela Planes, Mabel Puelles, Mónica Borinsky, Margarita Piccinna, Pilar Orsini, Ana Hernández, Christian Mantel, Adriana Ferreira, Alejandra Ibáñez, Julieta Comín, Eduardo A. López, Marisa Martínez, Matías Doorn, Fernando Alonso, Miguel Rzeznik, Patricia Löwenstein, Marcelo Feltrinelli, Leandro Santos, Sofía Frangie, Gabriela Gallardo, Florencia Rey, Agustina Pereyro, and Pablo Álvarez.

Absent with prior notice: Eduardo E. López

### **Summary of preliminary reports:**

This Management Review includes issues discussed in this meeting, as well as the summary and conclusions drawn from annual review reports delivered by the different Centre's areas.

### **Evaluation of the Period:**

#### **➤ *Policy and Procedure Revision***

Based on the findings of the audits performed in 2011 and 2012, several general procedures have been revised, including Document Control, Work Contracts, Service and Supply Purchases, Claim Management, Corrective and Preventive Actions, and Internal Audits. In addition, other procedures have also been revised, based on staff feedback, as for instance, Measurement Uncertainty and Internal Quality Control.

Furthermore, some Centre areas have modified their procedures and new specific procedures have been generated for different laboratory tests. Particularly, several metrology procedures have been incorporated into the trace, water and metal laboratories. The following Special Quality procedures have been developed: scale calibration, temperature sensor calibration and verification, and heater, muffle furnace, and thermal baths control.

#### **➤ *Audit Results***

Vertical internal audits were performed on different tests and in several laboratories (01/2012) from August through September.

There were 12 NCs in total; most of them have been solved by now. Unsolved or open NCs are mostly related to equipment calibrations, which are not performed at the Centre.

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In September, audit 02/2012 was performed in the Quality area. This audit was executed by Biochemist Gladys Mastromónaco, RC, from SAI.  
Five NCs were found in Document Control, Procurement and Management Review.

➤ *Independent Entity Evaluations*

In June 2012, we received the visit of peer evaluator Heidi Goenaga-Infante from LGC (UK.) During this visit, already stated CMCs were evaluated. The evaluation of other CMCs shall be requested in the next QSTF meeting.

As at the date of this Review, the report from this peer evaluation has not been received.

➤ *Interlaboratory Comparison Results*

Different laboratories from the Centre participated in several interlaboratory comparisons. These comparisons were:

- Metals (MT): ASTM Interlaboratory, 4Q2011 and 2Q2012. “Carbon and sulphur determination in low-alloy steels;” Result: Satisfactory.
- Fuels (CO): IRAM interlaboratory on greases, lubricants, and fuels; ASTM-Cannon for viscosity. Results were all satisfactory.
- Traces (AA): APMP.QM-S5 Essential and Toxic Elements in Seafood (As, Cd, Fe, Zn.) Report still pending.
- Water Chemistry (QA): 2011 basic parameters (chloride, sulphate, nitrate, calcium, magnesium, potassium, sodium, conductivity, pH, total solids, total alkalinity and total hardness.) Results were all satisfactory.
- Ecotoxicology and Microbiology (EM): Coliform bacteria count at 30° and 45°C, and micro-organism count at 30°C; Salmonella spp (presence.) Results were all satisfactory.

➤ *Change in Volume and/or Type of Work*

Several Centre areas participated in the activities carried out during the visit made to Taco Pozo (Chaco Province.) These activities included the provision of equipment for arsenic removal, water sample analysis, and community training on water quality.

The Chemical Metrology and Quality areas collaborated in the AAS’s Test Harmonization process between different INTI areas, particularly in the organization of an interlaboratory comparison for 5 Centres, including Chemistry, and audit performance at the Centres in Mendoza, Cordoba, Rosario and Concepción del Uruguay.

The Integral Technical Support area has experienced a significant increase in electrical verification demands from a number of laboratories of the Centre.

The remaining areas have seen a general slowdown, due to situations experienced at INTI, including union strikes and the Institute’s poor financial condition. It is worth mentioning that the slowdown in activities was due to these factors and not to a decrease in user’s demand.

The Controlled Release System Area has signed an agreement with the company Chemotécnica for the development of a microencapsulated bird repellent.

The Natural Product Laboratory has developed new methods, using chromatography equipment, as technical support for other Centre and INTI laboratories.

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The Fuels Laboratory has received from the Physics and Metrology Centre the equipment and other items required to perform viscometer calibrations and produce standard liquids.

➤ *Customer Feedback*

As regards the survey commissioned by the Institute's Continuous Improvement area, in cooperation with the staff from the Outreach Division, and the IT and Administrative Systems, the evaluation of findings has been completed. Results shall soon be reported.

➤ *Claims*

No claims have been filed during the period under review.

➤ *Staff Training*

The Training Plan compliance is considered to have been low due to the mentioned situations at INTI during this year, that is to say, trade union strikes occurred during the first months and the current poor economic conditions.

This notwithstanding, several members of different Centre areas' staff did receive some training. Some courses took place abroad, such as the atomic absorption symposium in Brazil, the Latin-American polymer symposium in Colombia, a work presentation at a conference in Canada, the poster presentation at the American Chemical Society in the US, the specialization in Innovation, and Science and Technology Management in Brazil, the 2012 FEFAS Congress in Colombia, to name a few.

The pertinent details on the training courses attended are included in the Annual Reports delivered by each Centre area, attached to this report.

**Evaluation of Objectives Set during the Previous Review:**

In the 2011 Management Review, the following Quality objectives were set for this year:

**1.- Continue implementing the Quality Management System's scope expansion, under ISO 17025 Standard, for tests stated in the 2010-2013 Plan.** The 2010-2013 Plan tests were implemented and audited so as to incorporate measuring methods related to product certifications (e.g., brake fluid) and regulated areas (e.g., drinking water.) Some of these tests had been scheduled for prior years and rescheduled for this one. Also, due to the labour conflicts in INTI during the first months of the year, some of the procedures planned were not fully implemented.  
(PARTIALLY ACCOMPLISHED)

**2.- Extend CMCs' scope during the 2012 peer evaluation visit, incorporating new measurements and matrixes.**

During the peer evaluation visit in June 2012, new measuring methods were tested (Hg in fish, among others,) the approval of which as CMCs shall be requested.

However, considering that as of this date no report was been delivered by the peer evaluator, this request shall be postponed till next year. (PARTIALLY ACCOMPLISHED)

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### **3.- Continue with AAS measurement harmonization process at the different Centres.**

The harmonization process continued for atomic absorption spectrometry measurements, which required the following:

- Organizing interlaboratory comparison tests for 5 Centres, coordinated by INTI-Química's Chemical Metrology area.
- Performing 4 audits to the Centres in Mendoza, Cordoba, Rosario and Concepción del Uruguay, coordinated by INTI-Química's Quality area and carried out by the Centre's own staff (TOTALLY ACCOMPLISHED)

### **4.- Start buying the necessary equipment to expand the range of internal calibrations performed at the Centre**

Due to the labour conflicts at the Institute during the first months of the year and budgetary restrictions in place, this objective was not accomplished.  
(OBJECTIVE NOT ACCOMPLISHED)

### **Objectives for the new period:**

Quality objectives for the following period are:

- ✓ Continue expanding the scope of methods implemented under the ISO 17025 standard, in compliance with the 2010-2013 Plan (methods for certifications, environmental issues and regulated areas.)
- ✓ Acquire the necessary equipment to expand the range of internal calibrations (temperature) performed at INTI-Química
- ✓ Optimize maintenance, verification and equipment calibration management.
- ✓ Commence activities towards tuning up viscosity measurements to create a reference laboratory for this sort of measurements and, thus, have the necessary skills and qualifications to calibrate equipment and/or produce certified standard materials. (An activity passed on from the Physics and Metrology Centre.)

### **Attachments:**

- Invitation Letter for the Management Review Meeting, dated 10-11-12.
- Twenty-two (22) partial reports delivered by relevant Centre areas with information related to Quality.



Signature  
Responsible of Quality Program



Signature  
Technical Director