

# The Best Partner for Proficiency Testing

Your Time, Budget, and Accreditation are ALWAYS Top Priority



phenova™  
Certified Reference Materials

A Phenomenex®  
Company



# Your Accreditation Is Our Priority

## The Phenova™ PT Guarantee

If your lab receives a Not Acceptable result in a Phenova PT Study and cannot pinpoint the issue, contact our technical support group. We will guide you through the most effective corrective action process and, if necessary, we will provide a FREE Phenova QC Standard to help get you back on track!

# Making Your Job Easy Is Our Passion

We take great pride in serving our thousands of customers and seeing them succeed. Decades of PT experience result in dependable products, unmatched service, and innovative programs to remove the frustrations and roadblocks of proficiency testing.

# Saving You Money Is Our Goal

Cost is a concern, especially today. Compared to other PT providers, our services and products give you more for less – more quality, more efficiency, more time, and more economical pricing.

## Our Services & Products

### **PT Manage™ Software**

Easily upload data & generate insightful reports

**pp. 4-5**

### **Corrective Action Services**

Support & service for accreditation maintenance

**p. 6**

### **Quality Control Standards**

Routine quality evaluation, root cause investigation, & training

**p. 7**

### **Proficiency Testing Studies**

WP, WS, DMR-QA, HW, UST, AE, BSD, & Micro

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# PT Manage™

## Upload Data. Download Insight.

Much more than a data entry website, the custom-built PT Manage portal simplifies the reporting, uploading, and management of your proficiency testing data.

Shaped by Quality Assurance Manager input, this highly customizable tool helps you do more than simply report data.



## Simplify Your PT Experience with Benefits such as:

### Effortless Organization

- Quick reorder process
- Instant enrollment
- Study date reminder emails (also available for Rapid Return™ studies)

### Simple Data Entry

- Automatic data upload from LIMS-generated EDD
- Excel®-supported data reporting forms based on your PT order
- Manually enter or revise data while the study is open

### Customizable Data Analysis

- Full network visibility
- Personalized downloads to track your PT data performance
- Automatic Exception reports
- Easy analyst Demonstration of Capability reports

# Empowering QA Managers

PT Manage™ empowers Quality Assurance managers to efficiently upload their PT results into the Phenova™ website.

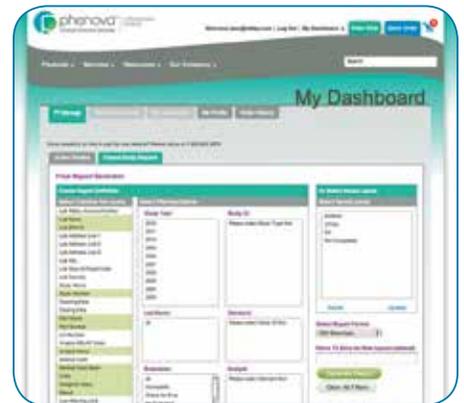
## Simple Data Upload

- Map fields from a LIMS file to the PT Manage database
- If your IT staff does not have time to develop a LIMS file, use the downloadable Excel® template based on your lab's enrollment
- Simply fill in the Excel file and use this as your upload file. Remember, once you create an upload for any given file type, it can be saved in PT Manage for future use.



## Automated Email Alerts

- Before your study closes
- When your data is waiting to be submitted
- Don't worry - we will tell you when to act!



## Demonstration of Capability

Analyst demonstration of capability (DOC) absorbs extensive time for quality assurance managers. Many laboratories use their annual PT standards to fill this requirement, but Phenova has developed a quick and efficient process for you.

### Easy Steps

1. Simply enter your PT results as usual, being sure to include your analyst's name
2. Receive your final report
3. Access Phenova's DOC Report feature
4. Easily gather the information you need
5. Use this format for each of your employees

The report will include all of the information for each analyst and can be customized to a specific analyst if desired. You can include the Phenova cover sheet or use your own. The documents created are ideal for employee training records.



Learn more at:

[www.phenova.com/PTM](http://www.phenova.com/PTM)

# Corrective Action

We understand your accreditation is your license to do business. If you happen to be evaluated with a Not Acceptable, it may stop your ability to do business. *Relax* - we have all of the services you need to get back on track towards keeping your accreditation.

## Fundamental Corrective Action Steps:

- 1. Investigate** the cause of the Not Acceptable evaluation through a step-wise process.
  - Many laboratories have up to a 35 step process to investigate and identify the root cause of their analytical issues.
- 2. Identify** the root cause of the issue.
- 3. Develop and implement** corrective AND preventative actions.
  - First, correct your laboratory processes, and then implement preventative actions to avoid this costly process in the future.
- 4. Verify** the effectiveness of your corrective actions.
  - With the successful analysis of a quality control standard, you can verify that your corrective action has been successful.
- 5. Enroll** in a Rapid Return™ or PT study to regain your accreditation.
- 6. Track** your preventative actions' successes by periodically analyzing a regularly scheduled QC standard to help identify an issue before it affects your accreditation.

## Phenova™ Corrective Action Guarantee

If your lab receives a Not Acceptable result in a Phenova PT Study and cannot pinpoint the issue, contact our technical support group. We will guide you through the most effective corrective action process and, if necessary, we will provide a FREE Phenova QC Standard to help get you back on track!

## To Re-Analyze or Not to Re-Analyze?

### State-Specific Requirements

Outside of the 15 TNI accrediting bodies, the remaining states have unique requirements for maintaining accreditation. With so many state-specific requirements to keep track of, trust our experienced team to navigate your distinct needs.

### TNI Accredited Lab Requirements

Pass 2 of your last 3 proficiency testing studies. If you have 1 Not Acceptable in your last 3 studies, please avoid rushing a supplemental Rapid Return study (counts as a PT result) without first performing corrective action. Your Rapid Return study will count as a PT result, and a second Not Acceptable could be costly and may risk your laboratory's accreditation.

Find more Phenova Corrective Action resources at:  
[www.phenova.com/corrective](http://www.phenova.com/corrective)

# Quality Control

A crucial tool in your laboratory's arsenal, a quality control standard enables managers to monitor lab performance, by aiding in root cause analysis, and analyst demonstration of capability. These standards are also helpful for method development. Phenova™ QC Standards include certified values and acceptance limits so you can verify your data by comparing it to the known components.

## Use Phenova QC Standards for:

### Routine Quality Evaluation

Instead of waiting for a proficiency study to alert you to potential issues, we strongly recommend incorporating quality control standards as part of your routine internal quality evaluation program. By using Phenova QC standards, you receive instant feedback for your data quality objectives.

### Root Cause Investigation

Did you receive a "Not Acceptable" result for an analyte in a PT study? Use Phenova QC standards to help determine the root cause. With few exceptions, our QC standards spent their previous lives as PT standards and have been analyzed by multiple laboratories, underlining the dependability of the certified values and acceptance limits. Use them to see where you stand and get valuable information on what issues might need to be addressed before pursuing a corrective action.

### Train Your Analytical Staff

Phenova QC Standards are powerful tools in your training regimen. Staff can analyze QC standards as if they are real-world samples and results can be compared with known data. Help your colleagues perfect their technique and get valuable practice so the quality is there when it counts.

Find Phenova QC Standards at:

[www.phenova.com/QC](http://www.phenova.com/QC)

# Phenova Proficiency Testing Studies

## Water Pollution (WP) Studies

With convenient monthly enrollment, Phenova™ WP Studies are the most comprehensive in the industry. To more accurately reflect your laboratory's testing portfolio, Phenova WP Studies contain many state-specific and non-TNI analytes that other providers do not offer. Assured by Phenova's TNI and ISO 17043 proficiency testing (PT) accreditations, contract and municipal laboratories around the globe rely on Phenova WP Studies to meet their accreditation requirements. The WP program is designed to be compliant with the Discharge Monitoring Report - Quality Assurance Program (DMR-QA).

Find WP Studies at:

[www.phenova.com/WP](http://www.phenova.com/WP)

## Water Supply (WS) Studies

The quarterly Phenova WS Studies were developed to help you meet your WS accreditation requirements. Phenova designs PT standards that allow your drinking water facility or laboratory to meet the Safe Drinking Water Act and state-specific drinking water requirements. Couple these studies with our whole-volume Water Supply Microbiology (WSM) suite of standards for your comprehensive drinking water PT solution.

Find WS Studies at:

[www.phenova.com/WS](http://www.phenova.com/WS)

## Discharge Monitoring Report Quality Assurance (DMR-QA) Studies

Encompassing the highest number of participants, DMR-QA stands as the largest PT study in the United States. Phenova simplifies your DMR-QA study by offering the most efficient process for reporting your DMR-QA results, whether you are reporting to a DMR-QA Coordinator or to a NPDES permittee. For in-house facilities that only participate in a PT once a year. The DMR-QA encompasses all wastewater disciplines – chemistry, microbiology, and whole effluent toxicity testing.



Compared to other PT providers, we give you more for less – more quality, efficiency time, and cost-effective solutions.



The industry leading PT Manage™ data management software allows you to easily enter data, identify your final report recipients, and directly email.



We are in contact with EPA to be sure we are aware of any changes to the program so you can focus your energy on your daily workload.



Rely on your experienced Phenova Technical Consultant to personally guide your process, from ordering standards to providing technical analytical tips and reporting your results.

Learn about the Phenova DMR-QA Study at:

[www.phenova.com/DMRQA](http://www.phenova.com/DMRQA)

## Soil (HW) Studies

Soil PT standards are difficult to analyze, let alone manufacture. With their expertise and experience, our Phenova™ Manufacturing and Analytical Team masterfully creates Soil PT Standards that are truly representative of what your laboratory prepares and analyzes every day. Our goal is to make the PT process as realistic and routine as possible. Phenova Soil Studies contain a larger number of standards to help you meet your accreditation needs for domestic and international programs, alike. While many providers add certain components to their analyte lists without ever spiking them, Phenova carries such standards on a routine basis. You gain peace of mind by not simply reporting a non-detect for reactive cyanide, but instead performing the analysis to know that your laboratory is in compliance.

Find Soil Studies at:

[www.phenova.com/Soil](http://www.phenova.com/Soil)

## Underground Storage Tank (UST) Program

The Phenova UST Program encompasses virtually all of the various state-specific UST programs. From Massachusetts to Alaska and Iowa to Arizona – not to mention TX 1005 – Phenova UST standards can meet your needs. For labs analyzing gasoline and diesel ranges organics, Phenova offers standards compliant with the relevant TNI programs. All Phenova UST Standards are offered as Rapid Return™ standards to provide you with the quickest delivery possible.

Find UST Standards at:

[www.phenova.com/UST](http://www.phenova.com/UST)

# Phenova Proficiency Testing Studies (cont'd)

## Air and Emissions (AE) Studies

Phenova™ AE Studies encompass both ambient and stack testing methods. The studies are offered quarterly in a variety of different formats – impinge solutions, filters, and SUMMA canisters – for both organic and inorganic analytes. The AE studies provide ISO 17043 accredited PT standards for you to verify your laboratory's quality program or to seek STAC accreditation. The AE program allows any laboratory performing these analyses to challenge, monitor, and control their quality program.

Find AE Studies at:

[www.phenova.com/AE](http://www.phenova.com/AE)

## Biosolids (BSD) Studies

Biosolids are falling under more environmental regulation both internationally and domestically. The Phenova Whole-Volume Biosolids Studies allow your laboratory to work with the same sample type that you see daily. The analyte lists include anions, trace metals, and quantitative microbiological components. Our matrix preparation ensures that each standard is homogenous, both in terms of the matrix and the fortified analytes, so you aren't left to wonder if it is a true biosolids sample.

Find BSD Studies at:

[www.phenova.com/BSD](http://www.phenova.com/BSD)

## Microbiological (Micro) PT Studies

Traditional microbiological standards are supplied as lyophilized or dehydrated standards that must be rehydrated prior to analysis, thereby stalling your laboratory personnel. Phenova™ Microbiological Standards are offered in realistic whole-volume formats to save you time and allow your laboratory to run PT standards as they are intended - as normal, every day samples.

### Simplify Your Process with Whole-Volume Standards

- No relabeling – just open, pour, and go!
- Eliminate hydration steps required for lyophilized or dehydrated standards
- Designed to look and act exactly like the samples that you run every day

### Gain Efficiency with Convenient Design and Availability

- Stop worrying about losing time while waiting for the rehydration process
- Phenova manufactures and analytically verifies our standards every month
- Stable for up to 2 weeks
- Accurately evaluate your laboratory's every day competency

Phenova Micro Studies include many state-specific standards and are available in drinking water (WSM), wastewater (WPM), and Biosolids matrices.

Find Micro Studies at:

[www.phenova.com/Micro](http://www.phenova.com/Micro)

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