
	GILES CHEMICAL ~ PREMIER MAGNESIA		
	Company Procedure		
	Title: Processing a Laboratory Request	Number: L18-PR-200-072	
	Owner: Deborah Durbin	Revision: 0	
	Effective Date: 04/20/2018	Page: 1 of 3	

1.0 Purpose

The purpose of this procedure is to provide direction for the effective, organized and consistent processing of lab requests. Lab Requests have several components, and making sure each is completed fully and correctly, is essential for being able to retrieve needed information later.

2.0 Scope

Analysts in the QA Lab will follow this procedure for all categories of Lab Requests.

3.0 Responsibility

Chemist or lab technician is responsible for completing submitted Lab Request.

Lab Supervisor is responsible for overseeing that the Lab Request is being completed correctly, and in a timely manner.

4.0 Safety Considerations

Appropriate PPE shall be worn for the work required of the Lab Request, including but not limited to, safety glasses.

Safety is a condition of employment. Employees are not authorized to work in an unsafe manner and are prohibited from harming the environment of the facility or community.

5.0 Materials/Equipment

File Path: *Engineer>Engineered Shared>Quality & Safety Department>Requests> Laboratory Services Requests>*

- *Laboratory Services Request Form (L12-FM-200-008)*
- *Laboratory Services Request Log*
- *Laboratory Services Request Man-Hours Log*
- *Laboratory Services Request Time*



6.0 Procedure

Receive Lab Request:

- Lab Requests are submitted as handwritten or electronically on the *Laboratory Services Request form (L12-FM-200-008)*. There will be times when the request may come in the form of an email or verbal or some other format. In these cases, a *Laboratory Services Request form* will need to be filled out either by the requestor, or by lab personnel on behalf of the requestor.

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Review Lab Request:

- When a request is received, review the request for missing/incorrect info, and if possible, discuss with the requestor any questions about tests needed, urgency, etc.

Log Lab Request:

- Open the *Lab Services Request Log* and log using the next unassigned #. **This number must be placed on everything pertaining to the request to maintain traceability (ie. - samples, all forms, emails, results, POs, etc.).**
- Fill out the *log* with the information from the Request.
- Save an electronic copy of the Request in the *Laboratory Services Reports folder* using the following format:
 - Test request number (YYYY-XXX), space, dash, space, O (for Open), space, dash, space, Title (short description of material and request).
 - Example: 2018-137 – O – Epsom Salt LOI
 - Make sure both electronic copy and hard copy match.
- Also in the *Laboratory Services Reports folder*, open the *Manhours Log* and print it out. This log will be kept with the Request and is used to record the amount of time it takes to complete the Request. Use the *Request Time form* as a guide for filling out the *Manhours Log*. When completed, the total hours on the form will be recorded in the *Request Log*.

Lab Request Testing: Enter start date on *log* when Request is started and fill out the *Manhours Log* while working on the Request.

Tests specified on the Request will be completed by one or both of the following:



In-house testing- Performed in the Giles QA Lab

3rd party testing- Performed by an outside contract Lab

- Contact appropriate/requested 3rd party lab and request a quote. There are letters and forms for each contract laboratory. Be sure to write the our assigned Test Request # on the 3rd party test request form.
- Quotes must be approved by management before proceeding.

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- Request a purchase order number from Purchasing Manager via email using *Purchase Requisition* form.
- Prepare sample for shipment. Include SDS, sample(s) properly labeled including the Test Request #, requested test(s) letter/form. There are packaging materials and boxes in the lab.
- Ship the sample. There are directions on how to do this on the doc site under Customer Service>Sample Shipping.
- When results are returned, compile results.

Completing Lab Request/Report:

- Open the electronic copy of the Request Form and record the final test results (and any other notes or comments as appropriate) in the Results section. Test results may be referenced as attached. If testing was performed In-house, reference Laboratory Notebook number where the original, detailed results may be found.
- Complete attached *Manhours Log*.
- Print out final report, analyst sign/date, give to Director of Quality.
- If applicable, email results to test requestor. (CC Director of Quality)
- Complete the *Request Log*
- Once the signed final report is returned, go to the electronic copy and remove the (- O) from the folder title to indicate it is no longer open. If for some reason the request cannot be completed or is voided, place an "X" in the spot where the "O" was).
- Next go to the electronic report and enter the initials and dates of the approval signatures to indicate the report has been finalized and the hard copy filed.
- Place hardcopy of completed, signed Request Form, test results and Manhours Log into R&D/Lab Requests Binder located in lab. Additional paperwork such as PO, invoices, detailed test results reports, etc. associated with the Request is placed in a folder.

7.0 Reference Documents

Laboratory Services Request (L12-FM-200-008)

Laboratory Services Request Log

Laboratory Services Request Man-Hours Log

Laboratory Services Request Time

8.0 Change Information

New document.

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