

## **Good and Bad Practices in Quality Assurance**

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Now a day diligent laboratory customer implements their own quality checks on assay data. Responsible analysts should welcome this trend since a well-planned, client-side QA program can serve to augment that of the laboratory, providing additional assurances that analytical techniques are within statistical control. Too often, however, poorly designed systems and badly interpreted data lead to confrontation rather than illumination.

The paper addresses some common mistakes seen by the author in client-side quality programs and proposes a basis for improvement.