

ADVANCED ENVIRONMENTAL SERVICES

LABORATORY QUALITY ASSURANCE AND QUALITY CONTROL MANUAL

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## QUALITY POLICY

The analytical laboratory provides qualitative and quantitative data for use in decision making. To be valuable, the data must accurately describe the characteristics and concentrations of constituents in all samples submitted for analysis. The objective of this laboratory is to generate high-quality data that are reliable, accurate, and adequate for the intended purpose.

The Quality Control/Quality Assurance Program at Advanced Environmental Services, Inc. is designed to ensure the highest degree of confidence in the data reported to our clients.

Sampling procedures, record keeping, data reporting, analytical procedures, and quality control plans are designed to fulfill all United States Environmental Protection Agency and New York State Department of Health requirements.

The objective of our Quality Control/Quality Assurance Program is to provide data that are representative, reliable, and verifiable. Accordingly, management is committed to excellence in testing, providing the necessary environment and resources conducive to its achievement. These resources include properly trained technicians, advanced instrumentation, technical support from experienced management personnel, and an organizational structure designed for the implementation of an effective system of quality operations. Responsibilities for maintaining quality within the laboratory are clearly defined for all personnel. The Quality Control Director and Quality Assurance Manager are ultimately responsible for the development and implementation of the program as it is described in this manual.

## DESCRIPTION OF THE QUALITY MANUAL

This manual is designed to cover all analyses performed by Advanced Environmental Services, Inc., as well as the operations performed within the company necessary to provide quality data. Fields of testing are divided within the laboratory into two sections; inorganic and organic. Testing is performed on a variety of matrices, with water, soil, and air sample testing constituting the majority of analyses.

The Quality Control Director is responsible for the updating, production, and distribution of this manual. Amendments to the manual are submitted to the QC Director for review and approval. Discussions will be held with the Laboratory Director and/or Supervisors prior to all amendments. All laboratory personnel will have access to this manual for information and review. Distribution of the manual to clients will be made upon request.

It is the responsibility of each department supervisor to maintain all standard operating procedures, updating them as necessary. Updates should be submitted to the QC Director and the Quality Assurance Manager for approval.

## DESCRIPTION OF THE LABORATORY

Advanced Environmental Services, Inc. is an environmental monitoring, support, and consulting firm with in-house capabilities. These services are provided to public and private sectors, including industrial firms, municipalities, and county, state, and federal governmental agencies.

AES was founded by Dr. W. Joseph McDougall in 1980 as a private, independent environmental firm. In 1986, AES moved into the new customized facility where it is located presently. The company's 6000 square feet Laboratory and General Office is located at 2186 Liberty Drive, Niagara Falls, New York.

The laboratory design stresses maximum efficiency and safety. Preparatory and analytical laboratories are separated to avoid cross-contamination problems. Sample control is conveniently located for receipt of samples, and is equipped with a walk-in Cold Room for catalogued storage and secure custody of samples. The layout of the laboratory can be found in Appendix A.

The President of the company is Dr. McDougall. The Quality Control Director is Paul McMahon, and the Quality Assurance Manager is Bonnie Simpson. These latter two positions report directly to the President. The Organic Laboratory Supervisor is Denise Tuhovak, and the Inorganic Technical Supervisor is Gary Amato. Frank Scrivano serves as the Inorganic Administrator. A Senior Technician in each department is prepared to assume the responsibilities of the laboratory supervisor in his absence. Michael Simpson is the Systems Coordinator, responsible for the quality of the company information and management systems. The Senior Field Technician is Scott Abel. These employees all have defined management responsibilities in the areas covered in this manual. The AES organizational chart can be found in Appendix B.

## LABORATORY QUALITY ASSURANCE AND QUALITY CONTROL PROGRAMS

Advanced Environmental Services, Inc. employs a series of quality assurance and quality control programs to ensure the integrity of sampling and the validity of analytical results. These programs begin with bottle preparation, continue through sampling and analysis, and do not end until final report validation by the Quality Control Director.

For the purpose of this manual, laboratory quality programs have been divided into two sections. The first are the quality control programs, which regulate each procedure the laboratory follows to ensure the accuracy of the final report for all environmental analyses. The second program regards laboratory quality assurance. These programs provide the internal procedures the laboratory follows to check the quality control programs, and the corrective actions necessary to improve the operation of the laboratory.

The Quality Control Director is responsible for the management of the quality control programs. Management of the quality assurance programs is performed collectively by the Quality Assurance Manager and the Quality Control Director.

## I. LABORATORY QUALITY CONTROL PROGRAMS

The laboratory quality control programs are designed around a series of Standard Operating Procedures (SOPs) generated by key laboratory personnel and reviewed by laboratory management. These SOP's must be followed by laboratory personnel. Deviations from the program are addressed by the corrective action procedures developed for the enforcement of the program. Violations will lead to reprimands, suspensions, and possible termination of employment.

Test methods employed by the laboratory are referenced from several sources. These methods have corresponding laboratory SOPs which tailor method procedures to laboratory equipment and instrumentation. The vast majority of the analyses performed by the laboratory are referenced from the Environmental Protection Agency. These references are:

1. EPA 600/4-79-020, "Methods for Chemical Analysis of Water and Wastes", 1983.
2. EPA 600/4-79-057, "Methods for Organic Chemical Analysis of Municipal and Industrial Wastewater", 1982.
3. EPA-SW-846, "Test Methods for Evaluating Solid Waste, Physical /Chemical Methods", Third Edition, 1986.

Many of the analyses performed in our wet chemistry department are referenced from "Standard Methods for the Examination of Water and Wastewater", 17th Edition, 1989. These manuals are located in the laboratories for available reference.

Calibration standards and analytical reagents are generally purchased from laboratory suppliers. New standards are validated through the use of reference standards, or measured against standards in use. All chemicals ordered from suppliers are at least reagent grade chemicals. Records are kept of all expiration dates, as well as lot numbers and suppliers.

## A. SAMPLE COLLECTION AND CUSTODY

### 1. Glassware Department

All bottles which are used by the company are prepared by the glassware department. The bottles are ordered, washed, and stocked by the glassware technician. Sample bottle orders are filled according to EPA protocols by the technician. These protocols include bottle construction and proper preservation. Analytes with identical protocols may be combined in the same sample bottle, provided the volume is adequate for the analyses required. The laboratory SOP for glassware describes the bottle types and preservations required for all the environmental analyses performed by the company.

All plastic bottles are discarded following completion of the analyses and the post-report holding time. Glass bottles may be washed and reused provided the bottle is not stained, cloudy, or odorous. This decision is made by the glassware technician. A thorough washing is performed, including a final deionized water rinse. Caps and septa are always discarded, and never reused. The bottle quality control program periodically checks reused bottles to ensure that no contamination can possibly occur.

### 2. Field Sampling

The field crew is responsible for the quality of all sampling performed by the company. The prepared bottles are taken to the field, and filled at the sampling site. They must be correctly filled to provide sample integrity. Proper techniques are also required to collect representative samples, and decontamination procedures are performed to eliminate the possibility of cross-contamination of sample sites. Field duplicates and field blanks are sampled upon request in order to validate the sampling event. The field duplicate site is not identified until the completion of all analyses for the project. This ensures that the analytical results are not biased by the laboratory.

Detailed field notes are kept by the field technicians to describe sampling sites, dates, times, influent and effluent flows, well depths, sample characteristics, the weather, sampling methods, and any field testing performed at the site.



These notes are summarized and included in the final report. The samples are securely transported in coolers packed with "blue ice" directly to the laboratory, and a chain of custody is completed and included in the final report.

### 3. Sample Control

The sample control department is responsible for the proper receipt, identification, storage, and traffic of samples in the laboratory. Samples received are checked against the chain of custody to confirm the accuracy of the document. The chain of custody is signed by the sample control representative and the person relinquishing custody. A check with pH paper is performed on all samples, except those for selected parameters. The samples are labeled with company identifications, which includes a specific three letter project code, sample number, preservation, and the parameters to be performed on each bottle. A record of these identifications is kept in the sample control room. The samples are placed in cold storage, with specific locations designated.

Sample control is also responsible for providing the project sheets to the laboratory with all the proper information. This includes all the instructions for the project, any parameters which require immediate attention due to EPA holding times, and the sample locations. Once the work is scheduled by the laboratory supervisor, requests are made by the laboratory technicians for the sample bottles needed, by means of an internal chain of custody. Sample control is responsible for the maintenance of this record, in order to track the traffic of all samples within the laboratory. Upon completion of the analyses by the laboratory, samples are returned to sample control and held for one week after the final report is mailed. This allows time for the client's review of the data and possible requests for reanalysis of the sample. Samples are either disposed of or returned to the customer, depending on the nature of the sample and/or the client's wishes. Special arrangements are sometimes made by clients to retain the samples for more than one week. A record of the final status of all samples is kept in the sample control room.

## B. ANALYTICAL AND REPORTING QUALITY CONTROL MEASURES

Quality control of environmental analyses is a vital part of the company's quality policy. The preparation, analyses, validation, and reporting of testing data must be accurate in order to provide the client with the level of service necessary in the environmental area. Standard operating procedures have been established to govern the system necessary to accomplish these goals. These SOPs are designed to provide data that is not only accurate, but legally defensible as well. Legally defensible data will be produced if quality control measures regarding the analytical method and laboratory operations are followed without exception.

Control charts are recognized as one of the best methods for documenting statistical control of an environmental analyses. For this reason, control charts will be maintained in a real-time mode for all the analytical methods performed in the laboratory. Our company uses the Shewhart control chart for percent recovery on spikes and reference standards. Control limits are calculated on the basis of at least 15 past analyses. The standard deviation is calculated, and control limits are set at  $\pm$  three standard deviations. Warning limits for the analyses are set at  $\pm$  two standard deviations. The SOP for control charts lists all the possible conditions that would constitute an analysis that is out of control. While a point outside of control limits is an out of control situation, there are many others. The SOP details the corrective action steps necessary to resolve an out of control situation. Until the problem is resolved, all analyses for this method must cease. An example of a company control chart can be found in Appendices D and E. Duplicate analyses are also charted on control charts.

Laboratory notebooks must also be kept properly, in order to provide quick and descriptive reference to the analyses performed. At no time will notebooks be altered by editing or removing pages. Any changes made to original entries will be made with a single line through the entry, with the date of the change and the initials of the technician making the change entered. All notebook entries must be made in ink, using a consecutively numbered bound book. The SOP for laboratory notebooks provides more detailed information on how to keep an analytical notebook.

## 1. Preparatory Methods

Several of the analytical methods performed in the laboratory require sample preparation prior to analyses. Preparatory methods include extractions, distillations, and digestions. These preparatory methods are specified within the analytical manuals referenced earlier. Proper sample preparation is essential to accurate environmental data. Digestions are necessary in order to analyze the total metal content of many samples, as well as eliminate several matrix interferences. Distillations convert various compounds into the analyte of interest; for example, ferrous cyanide is converted to the cyanide radical through the magnesium chloride macro-distillation. Extractions serve several preparatory purposes, from landfill leaching simulations (EP Toxicity and TCLP) to separation of the analytes of interest from the sample matrix.

Notebooks for sample preparation must be as exact and descriptive as possible. Odors, colors, and reactions must be noted along with the preparatory reference. Weights, initial volumes, final volumes, and all other information necessary in calculating analytical values must be accurate. Units of measurement must always be listed. Dates and times must be recorded, and the samples promptly indexed for easy reference. Reagents must be tracked and recorded in accordance with the reagents and solutions SOPs. This ensures that only unexpired, reagent grade chemicals are used, and that solutions are properly prepared.

Quality control extends to all preparatory methods. Samples are lab duplicated and spiked prior to digestion, distillation, and extraction. Method blanks are carried through the prep method to monitor reagent, glassware, and atmospheric contamination. The frequency of the duplicates and matrix spikes is the same regardless of whether the sample requires preparation or not. This frequency is at least 10% of the analytical batch, and at least one per batch. Method blanks must be performed with each analytical batch. This information will be recorded in the notebook, with the spiked concentration noted.

## 2. Instrumental Calibration

Prior to the actual analyses of environmental samples, the technician must demonstrate that the instrument measuring the concentration of analytes is accurately calibrated. Calibration can be as simple as running a laboratory blank and a reference standard with acceptable results, or as difficult as running a five point curve with an acceptable correlation prior to validation with a reference standard. Several methods (particularly organic) dictate the procedure for calibration of the instrument. Other methods are less specific in regards to calibration. For these parameters, calibration must meet or exceed the calibration specifications listed by the New York State DOH Environmental Laboratory Approval Program. Also, instrument manuals are used as guidance in calibration. In all cases, the calibration method stated in the laboratory SOP for each parameter must be fulfilled.

Stock standards are purchased primarily from laboratory suppliers. This eliminates inaccuracy and contamination problems. However, all stock standards must be received with a certificate of accuracy documenting the analyte value. Stock standards must be dated upon receipt, and again upon use. At no time will an expired standard be used for an analysis. Standards will be disposed of on the expiration date. Each department's reagent SOP must be followed in order to control the use and ordering of purchased standards.

Dilutions of the stock standards to produce calibration standards must be documented each time new standards are made. These dilutions are entered in the solutions or reagent notebook. The container the calibration standard is placed in must be labelled with the analyte, the concentration, the date, and the initials of the preparer. Standards must be placed in appropriate containers, and stored with the proper refrigeration, light sensitivity and compatibility.

After instrument calibration is completed, a reference standard must be analyzed when available. The best examples of reference standards are US-EPA samples and NIST (formerly NBS) standards. Independent standards are acceptable as long as the manufacturer is not the manufacturer of the calibration standards. Inorganic tests must run a reference or independent standard with each run and chart the recoveries. Due to the strict calibration requirements of the organic methodologies, reference standards are run at least monthly to validate the accuracy of the calibration standards. Check standards are run daily for all 8000 series organic methods. Acceptance limits dictate whether the calibration curve is valid or not.

### 3. Analytical Testing Quality Control- Terminology and Frequency

The following is the nomenclature Advanced Environmental Services uses to describe quality control functions. Some functions must be performed with each analytical batch. The frequency for these functions is listed here and must be adhered to within the laboratory.

#### Field Blanks

Field blank is the general term for the use of laboratory pure water to validate that field operations are free from contamination during sampling operations. Two specific field blanks are trip blanks and equipment blanks. A trip blank is a sample prepared in the laboratory, using laboratory pure water contained in a sample bottle appropriate for the analyte(s) to be determined, including any preservative that is required. Trip blanks must be present but unopened throughout the sampling and transported to the laboratory with the environmental samples taken. Equipment blanks are produced by rinsing the decontaminated sampling equipment with laboratory pure water and collecting the rinsate. This is performed in order to evaluate if the equipment is properly cleaned in between each sampling site. If reportable levels of the analyte(s) of interest are detected in a field blank, resampling may be required.

#### Blind Field Duplicate

A field duplicate is the blind sampling site from which two samples are taken in the field during a sampling event. The site is recorded in the field notes for future identification. The sample is given two different identification numbers, so that analytical personnel are unaware that the samples should be identical. This is performed to check consistency of both sampling and analyses. Upon report compilation, the Quality Control Director and the Project Manager identify the duplicated site and compare the results. Significant variations must be reported to the client, and resampling may be required.

#### Certified Reference Standard

A certified reference standard is one which is used to validate proper calibration and recovery of a method. The two laboratory certified reference standards are US-EPA lots and NIST standards. When available, reference standards are the preferred calibration check in the laboratory. They must be run at least monthly for all environmental methods, with the recoveries charted.

### Independent Standards

An independent standard is one which is used to validate proper calibration and recovery of a method prior to sample analysis. The standard must be produced by a manufacturer different from the manufacturer of the calibration standards, and the recoveries must be charted and be in statistical control. Reference standards are preferable, but other standard sources (ERA, Hach) can be used where certified reference samples are not available. These standards must be run daily with each inorganic analyses. Once proper recovery of the independent standard has been demonstrated, the standard must be reanalyzed after every 15 sample analyses and at the conclusion of the run to validate that no shift of the calibration curve has occurred.

### Daily Calibration Check Standard

In the Organics Department, many methods require three and five point calibration curves prior to analyses. However, once linearity has been established, a mid-range calibration standard can be run daily to validate that the curve is still accurate. The recovery on this standard must be +/- 15 percent. If the recovery is outside of this range, a new calibration curve must be run.

### Laboratory Blanks

This is the general term used to describe the analysis of laboratory pure water or organic solvent to monitor laboratory contamination. Laboratory blanks are divided into two types; instrument and method blanks. An instrument blank is simply analyzing laboratory pure organic solvent or water directly, in order to ascertain whether any contamination is present in the instrument itself or in the laboratory diluent. Instrument blanks must always be free of measurable concentrations of the analyte(s) of interest. Instrument blanks must be analyzed daily with each analysis.

A method blank consists of laboratory pure water which is processed as if it were a sample, undergoing the preparation and analysis process. This is performed in order to validate that no significant contamination is present in the laboratory glassware and reagents involved in the method's preparatory work. Samples correspond to the method blank by means of a date or batch identifier. A method blank must be performed with each preparatory batch, and each day for those methods which do not involve instrumental calibration during analysis. Examples of these methods would be oil and grease, total suspended solids, and total dissolved solids.

Acceptance criteria for a method blank is a result equal to or less than three times the method detection limit.

#### Laboratory Duplicate

A laboratory duplicate is simply splitting a sample into two separate aliquots prior to preparation and analysis to measure method precision. The relative percent difference on samples with a positive result is calculated and charted in the laboratory. The difference is calculated by dividing the range between the two analyses by the average of the two results, and multiplying by 100. Duplicates must be performed with each preparatory batch, and on at least ten percent of the sample batch.

#### Laboratory Replicate

A laboratory replicate is analyzing the same sample aliquot twice to measure instrumental precision. This is performed when environmental samples require a duplicate result but no sample preparation is necessary. Replicate analyses are calculated the same as duplicate analyses are, and run at the same frequency.

#### Matrix Spikes

Matrix spikes are performed by dividing the sample into two aliquots. The first aliquot is prepared and analyzed according to method protocol. The second aliquot is spiked with a known concentration of the analyte of interest. The spike volume must be less than one percent of the total aliquot volume. A spiked sample is analyzed at a frequency of ten percent of the sample batch, or at least once per method analyses. The spike recovery is a measure of the accuracy of the method. It is calculated by subtracting the actual analyte concentration in the original sample aliquot (O) from the observed result of the spiked sample aliquot (S), and dividing this result by the known concentration of the analyte spiked (K). This value is multiplied by 100 to make it a percent recovery:

$$\frac{(S - O)}{K} \times 100 = \text{percent recovery}$$

Spikes are calculated and charted the day they are performed. The control charts have warning and control limits based on at least 15 previous spikes. Any spikes outside of control limits warrant reanalysis, and possibly the use of standard additions.

### Standard Additions

Standard additions are performed on a sample when matrix interferences are discovered or expected. Unacceptable spike recoveries dictate the use of standard additions to accurately determine the analyte concentration in the sample. Mobility extracts (TCLP and EP Toxicity) require standard additions in order to provide legal proof of metals content.

Standard additions are a series of four spikes performed on the sample. These spikes include a blank spike, and three standard spikes so that all values fall within the analytical range of the method. The correlation coefficient is calculated to measure the linearity of the standard addition curve. This is best performed on a statistical calculator, such as the Texas Instruments TI-60. The correlation coefficient must be equal to or greater than .995 to validate that the analysis is free of matrix interferences. The concentration of the analyte is calculated using the (x') intercept function on the calculator. This value must be negative in order to be reportable. All positive values are below analytical detection limits.

### Duplicate Spikes

Duplicate spikes are sometimes performed in the Organic Chemistry department. In this case, the sample is divided into three aliquots prior to preparation and analysis. Two aliquots are identically spiked, and the third aliquot is the original sample. Duplicate spikes measure the accuracy of the method, as well as the precision. The relative percent difference of the spike recoveries is calculated and charted, and the percent recoveries of the spikes are charted separately.

### Surrogate Standard

A surrogate standard is a compound or mixture of compounds which, when spiked into a sample, behaves in the same manner as the analyte or analytes of interest. When surrogate standards are applicable to an Organic Chemistry methodology, the method details what surrogates are to be performed, and the required percent recoveries for each surrogate. If required percent recoveries are not stated, control limits must be established by use of the Shewhart charts, with at least ten points used for the standard deviation. Methods with stated limits will be charted with those limits as controls.



Should a surrogate fall beyond the control limits of a method, the samples should be reanalyzed. If this is impossible, the results must be flagged as "estimated concentrations" for that method.

#### 4. Verification of Results

Advanced Environmental Services employs three quality checks prior to the delivery of analytical reports. The three checks are made by the Department Supervisor, the Project Manager, and the Quality Control Director. Each check is vital to the accuracy and validity of each report.

The Department Supervisor checks every report prior to printing. A checklist of items is submitted with each report and signed by the Supervisor attesting to the quality and the completeness of the report. The Supervisor confirms that all the data generated for a report was conducted according to the quality requirements of this manual, including control chart verifications. After the report is printed, either the Supervisor or the Department Clerk proofreads the report for typing errors. After any changes have been made, the Supervisor signs the data sheets.

The report is compiled and then forwarded to the Quality Control Director. The report is checked for accuracy and is technically evaluated. The QC Director makes the final decision as to the acceptance of all reports. Changes are sometimes made, while some reports may be held for reanalysis. A historical check is made for data which is continually produced for a specific project. Significant variations may dictate reanalysis. Spot checks are conducted using notebooks and quality control charts for data and recoveries that appear questionable. After the report is validated, it is signed by the QC Director and forwarded to the project manager.

The Project Manager checks the report to confirm that all requested analyses have been performed. The Project Manager also performs historical data checks on existing projects. Upon completion of this check, the Project Manager signs the report and the document is delivered to the customer by mail or special delivery.

## 5. Report Format

An example of a report format can be found in Appendix C of this manual. Reports vary depending on the sampling, the analyses requested, and the quality control package requested. However, all reports include an analytical traceability sheet signed by the technicians performing the analyses. This is the technician's pledge that the data was generated in accordance with the referenced method and the company's quality program.

## 6. Subcontracting

On occasion, analyses are requested which the company can not perform. Subcontracting is necessary on these occasions. AES subcontracts to New York State certified laboratories whenever possible. When out of state labs must be used, AES uses laboratories certified by their state programs. NIOSH certified labs are used for air and asbestos subcontracting. In all cases, clients will be notified prior to making arrangements with another laboratory for subcontracted work. In the future, laboratory assessments will be conducted by AES personnel on frequently utilized laboratories.

## II. LABORATORY QUALITY ASSURANCE PROGRAMS

The objective of the Quality Assurance Program is to monitor the quality control systems in place in the company, as well as the information systems. Systems presently in place must be followed by all employees for total effectiveness. Quality assurance programs check that procedures are followed, and provide corrective actions when systems are not followed or found to be ineffective. The goal of the quality assurance program is to provide final reports with zero defects. This is obtained by investigating any problems that arise, and improving the conditions that led to the problem. Quality assurance checks are made by the Quality Control Director, the Quality Assurance Manager, and by programs that are formulated outside of company management. These programs include proficiency test samples and laboratory audits.

The Quality Assurance Program provides checks on both the quality of the analyses performed in the laboratory, and the quality of service which we provide to our clients. The Quality Control Director monitors the quality of the analyses performed in the laboratory by means of notebook checks, quality control chart checks, laboratory assessments, blind proficiencies, certification of new employees, and bottle quality control checks. The Quality Assurance Manager is responsible for the efficiency of company operation. This includes monitoring all company procedures to ensure that they are followed by employees. Corrective action programs are instituted to deal with deficiencies in company systems.

The quality production of test results involves every employee being aware at all times of the proper policies, procedures, and practices of the laboratory. This awareness minimizes testing inconsistencies and provides prompt corrective actions when such discrepancies do occur.

## 1. Quality Control Reviews

The Quality Control Director periodically reviews laboratory notebooks, quality control charts, and laboratory practices to evaluate if they meet the criteria set by the company in the Quality Control Program. The notebook and QC chart checks are conducted unannounced on a monthly basis. Work is reviewed, and conclusions are reached and recorded. A meeting is scheduled with the laboratory supervisor to discuss any problems that may have been discovered. The findings are submitted to the company president for possible further discussions. The records of these reviews are kept in the quality control manual, located in the QC office. Laboratory supervisors are held ultimately responsible for the quality of laboratory notebooks and QC charts.

The QC Director also evaluates laboratory safety and good laboratory practices on a quarterly basis. Scheduled meetings are held among the QC Director and the laboratory supervisors to assess whether good laboratory practices are being followed, and to record the employees assigned to specific tasks. These laboratory practices include items such as temperature records for ovens, refrigerators, and incubators, deionized water records, and other laboratory details of this nature. It is important that these tasks be monitored and completed. The QC Director uses several sources to assess the laboratory, including the New York State ELAP assessments.

## 2. Employee Certification

In March of 1989, a company program was instituted which stated that all employees learning new environmental analyses would have to be certified by the QC Director prior to performing the method for production. This certification involves two parts. The first part is an oral exam given by the QC Director to the employee. This exam tests the employees knowledge of the method and the QC requirements specified for the method. Employees are expected to know holding times, ~~preservations~~, calibration requirements, and company QC requirements. The technician training the employee for the method is also present during the exam to note any discovered deficiencies in the training process. If the employee's knowledge of the method is found to be acceptable, a proficiency test sample is forwarded to the employee. If there are notable deficiencies in the knowledge of the method, the QC Director provides the employee and the trainer with a written report of the findings.

The second part of the certification program is the proficiency examination. The employee is given a blind QC sample for analysis. EPA samples are used when available, but laboratory standards may also be used. The QC Director records the value and the standard preparation used. Acceptance limits are based on EPA 95% confidence intervals, or on laboratory control chart limits. If the employee provides an acceptable analysis of the parameter, a certification of proficiency for the method is awarded. An unacceptable result is investigated by the QC Director, and a course of action is decided. In some cases, the employee may go through the training process again.

It is the responsibility of the Laboratory Supervisor to schedule employee training and certification prior to production crunches. Analyses performed outside of the certification program are not acceptable. The QC Director also reserves the right to revoke employee certification if circumstances warrant that action.

### 3. In-House Proficiency Test Samples

In addition to the various external proficiency testing that AES performs, an annual blind proficiency test is given to the inorganics and organics chemistry departments. The QC Director prepares the standards or orders them from an outside manufacturer. These proficiency samples are given a laboratory job code and sample number, and processed as an environmental sample by the laboratories. Only the QC Director and one Project Manager are aware that the samples are for proficiency testing.

The report is kept by the QC Director, and reported values are checked against acceptable ranges as published by the supplier, or against control limits for standards prepared internally. The findings are forwarded to the laboratory management, and any unacceptable values are investigated and re-tested. Continuing unacceptable results indicate a problem with the method, the technician, or the instrumentation. These possibilities are investigated by the QC Director, and corrective actions are taken.

### 4. Corrective Action Programs

The contents of this QA/QC manual are the guidelines for the operation of our company. It is expected that all employees will follow the manual when conducting environmental analyses. However, a corrective action program is in place to address any deficiencies noted in company operations. This program covers both quality control and quality assurance programs.

Deficiencies are assigned a priority based on the severity of the problem. Most corrective actions consist of a notice to an employee which serves as a reminder of a quality rule which has been violated. Repeated violations of these rules by an employee become a serious matter, and will be dealt with by a suspension or termination. It is expected that the first notice will be sufficient to correct the problem.

Serious violations of quality rules by an employee will result in a suspension. A second violation of a rule of this type will result in termination of employment. The standard operating procedure for our corrective action program classifies the quality rules into their priorities. All employees have read and understand this quality manual and the corrective action SOP. It follows that employee knowledge of the work assigned is expected. Corrective actions are necessary to maintain the quality of operation and analysis expected in an environmental laboratory.

#### 5. Bottle Quality Control

On a quarterly basis, the QC Director will fill the bottle types listed in the standard operating procedure for bottle QC with laboratory grade water, and preserve the bottles appropriately. These bottles will be given a job code and sample numbers, and distributed to the laboratories for analysis. The labs will be instructed to run the samples without any preparation, in order to properly evaluate the results of the tests on the bottles and water only. Reports will be evaluated by the QC Director, and corrective actions will be taken in the event of a positive result. This program is necessary in order to monitor and evaluate glassware preparatory procedures.

#### 6. Laboratory Assessment

One of the benefits of the New York State Environmental Laboratory Approval Program is an unscheduled annual audit of our laboratory by the state. A laboratory assessor spends a full day at AES each year, and performs a comprehensive audit of all the good laboratory practices on the New York State checklist. These items range from control charts to incubator temperatures. A report of the findings of the audit is sent to AES, and corrective actions are immediately taken to address any deficiencies noted by the state. These corrective actions must be sent to the state for their approval.

Our laboratory also welcomes assessments from qualified personnel on behalf of our clients. These meetings can be scheduled with the project managers. In addition, clients are welcome to tour and inspect the facility at any time.

#### 7. Proficiency Testing

AES participates in several proficiency testing programs for the purpose of accreditations. New York State proficiency analyses are performed on a quarterly basis; accreditations are held for potable and non-potable water, bacteriology, solid and hazardous waste, and air and emissions. Satisfactory performance on each parameter is necessary to maintain accreditation. Proficiencies are also performed for the state of New Jersey in the areas of drinking water and water pollution parameters. Certification for the state of New Jersey is pending.

Our laboratory is also certified by the National Institute of Occupational Safety and Health for air analyses. The areas certified are metals and organics in air. Proficiencies are performed on a quarterly basis for NIOSH certification.

On occasion, our laboratory also performs proficiency tests administered by our clients. Project managers handle proficiencies of this nature. The DMR-QA proficiencies administered by the US-EPA annually are an example of this type.

#### 8. Report Corrections

In the event a question arises after a client receives a report, our company encourages the client to contact the Project Manager. If it is determined that a correction is needed on the report, the change is made after consulting with the QC Director. The corrected pages are then sent to the client, and copies of the corrected pages are kept in the project file for future reference.

#### 9. Records

All project files, test reports, and laboratory records are securely stored at Advanced Environmental Services. Due to space limitations, some records are securely stored at an off-site location for one year.

## EQUIPMENT AND INSTRUMENTATION

Advanced Environmental Services relies on several pieces of equipment and major instrumentation in order to complete analyses in an accurate and timely manner. Lists of the instruments and equipment follow this page.

All laboratory departments have backup instrumentation to eliminate lost time due to instrument malfunctions. The exception is the Total Organic Carbon Analyzer in the wet chemistry department. Service contracts are kept current on major instrumentation to ensure high priority service, as well as to obtain information to improve the equipment and techniques involved.

The proper scheduled maintenance recommended by the manufacturer is performed on all departmental equipment and instrumentation. This information is recorded in the maintenance notebook.



## MAJOR INSTRUMENTATION

### Inorganics Department

Total Organic Carbon Analyzer- Dohrmann Model DC-80  
Technicon Model II Autoanalyzer- Dual Track System  
Altex SelectIon 5000 Analyzer  
Orion Model SA 720 Fluoride Meter  
Bausch and Lomb Spectrophotometer Model 21  
HG Instruments Model DRT 100 Turbidity Meter  
Parr Adiabatic Calorimeter  
Fischer/Tag Pensky-Martens Flashpoint Tester (closed cup)  
Precision Scientific Inc. Flash Tester (open cup)  
Yellow Springs Instruments Model 58 Oxygen Meter  
Perkin-Elmer 700 Infrared Spectrophotometer  
Perkin-Elmer Model 4000 Atomic Absorption Spectrophotometer  
with HGA 400 Graphite Furnace and Model AS-40 Autosampler  
Perkin-Elmer Model 5000 Atomic Absorption Spectrophotometer  
with HGA 500 Zeeman Graphite Furnace and Model AS-40 Autosampler  
Technicon Model II Autoanalyzer- Dedicated for Mercury Analysis

### Organics Department- All Systems Equipped with Autosamplers

Varian Model 3700 Gas Chromatograph  
Detectors- Photoionization (PID)  
- Halogen Specific (ELCD)  
Purge and Trap- Tekmar Model LSC-2

Varian Model 3700 Gas Chromatograph  
Electron Capture (EC) and Flame Ionization Detectors (FID)

Varian Model 3700 Gas Chromatograph  
FID and Electrolytic Conductivity Detector

Hewlett-Packard Model 5370 Gas Chromatograph  
Electron Capture Detector

(2) Hewlett-Packard Model 5970- GC/MS Systems  
Purge and Trap- Tekmar Model LSC-2

Hewlett-Packard Model 5890A Gas Chromatograph  
Detectors- PID - ELCD in series  
MPM 16 Autosampler

Dohrmann Model MC-1 Total Organic Halide Analyzer

Dohrmann Model MC-3 Total Organic Halide Analyzer

MAJOR EQUIPMENT

INORGANICS DEPARTMENT

Mettler H33 Analytical Scale  
Lab-Line Incubator Model 120-D  
VWR Incubator Model 22  
Boekel Dessicator  
Reichert Darkfield Colony Counter Model 3325  
Canadian Standards Assoc. Heating Mantle  
OHAUS Digital Top Scale Model 1500D  
(8) Electromantle MA Solid Spinners  
(8) Powerstar Heat Regulators  
(2) Forma-Scientific Bath and Circulators  
National Autoclave Model 704-9000-D  
Hach COD Digester Model 16500-01  
O.I. Corp. COD Reactor  
(4) Corning Hotplate/Stirrers  
Scientific Products Vortex Mixer  
VWR Stirrer Model 310  
(2) Thermolyne Hotplates Model 2200  
Scientific Block Digester Model AD-4020  
Thermolyne Muffle Furnace Model 1500

ORGANIC DEPARTMENT

(2) Lindberg Hotplates

Branson Ultrasonic Cleaner B-72 452E

Mettler H51AR Scale

Dynac II Centrifuge

## PERSONNEL

AES draws from a nucleus of scientists, technicians, and administrators to achieve quality production. Resumes of personnel with direct responsibility for the quality functions described in this manual are provided.

NAME: W. Joseph McDougall

TITLE: President

EDUCATION/DEGREES:

B.S./1960/(Niagara University)/Natural Sciences

Ed.M./1964/(State University of New York at Buffalo)/  
Biology

Ph.D./1976/(University of Sarasota)/Microbiology

Dissertation- "Biological Treatment of Wastewater:  
Nitrification/Denitrification"

YEARS EXPERIENCE AT AES: 10

RELATED EXPERIENCE AND QUALIFICATIONS:

Cancer Research Scientist at Roswell Park Memorial  
Institute

6 Years

Established Research Scientist at Medical Foundation of  
Buffalo

3 Years

Sanitary Chemist/Bacteriologist for the City of  
Niagara Falls

4 Years

Love Canal Project Manager

2 Years

OSHA 40 hour training for Hazardous Waste Operation  
and Emergency Response

NAME: Paul T. McMahon

TITLE: Quality Control Director

EDUCATION/DEGREE:

B.A./1986/(Niagara University)/English (Literature)

YEARS EXPERIENCE WITH AES: 5

3 Years Atomic Spectroscopy Technician  
1 Year Atomic Spectroscopy Supervisor

RELATED EXPERIENCE AND QUALIFICATIONS:

University education included two years of science related courses (General and Organic Chem and labs, Physics, Calculus, specialized courses in the science of nuclear and chemical waste).

American Association for Laboratory Accreditation Course-  
"Laboratory Quality Assurance and Assessment for  
Environmental Testing"

Center for Energy and Environmental Management Course-  
"Statistical Measurement Control"

NAME: Michael J. Simpson

TITLE: Systems Manager

EDUCATION/DEGREE:

A.A.S/1989/(Niagara County Community College)/  
Business Administration

YEARS EXPERIENCE WITH AES: 7

5 Years Laboratory Manager

RELATED EXPERIENCE AND QUALIFICATIONS:

Currently attending Niagara University in pursuit of a  
B.S. degree in Chemistry

American Chemical Society Short Course - "The Electronic  
Laboratory: A Hands-On Experience in Laboratory Automation"

BAT 001 0584



NAME: Dennis J. Hoyt

TITLE: Project Engineer

EDUCATION/DEGREE:

B.S./1989/(Clarkson University)/Engineering-Chemical

YEARS EXPERIENCE WITH AES: 1

RELATED EXPERIENCE AND QUALIFICATIONS:

One year of architectural engineering at Alfred State College

BAT 001 0335

NAME: Denise R. Tuhovak

TITLE: Organics Supervisor

EDUCATION/DEGREE:

B.S./1986/(Canisius)/Chemistry

RELATED EXPERIENCE AND QUALIFICATIONS:

Varian GC Training Course  
DuPont DSC Training Course  
Mattson FTIR Training Course

Research Chemist - Wilson Greatbatch Ltd.

4 Years

Analytical Chemist - Recra Environmental Inc.

2 Years

Research Assistant - Buffalo Color Corporation

1 Year

BAT 001 0586

NAME: Susan C. Scrocchi

TITLE: Senior Organics Chemist

EDUCATION/DEGREE:

B.S./1983/(Canisius College)/Chemistry

YEARS EXPERIENCE WITH AES: 6

5 Years Organic Chemistry Supervisor

RELATED EXPERIENCE AND QUALIFICATIONS:

Organic Chemistry Laboratory Assistant at Canisius

Major Emphasis on Organic Chemistry and Instrumentation

Capillary Chromatography Seminar, SUNY at Buffalo

NAME: James G. Figler

TITLE: Senior GC/MS Chemist

EDUCATION/DEGREE:

B.A./1988/(SUNY at Buffalo)/Chemistry

YEARS EXPERIENCE WITH AES: 3

RELATED EXPERIENCE AND QUALIFICATIONS:

Hewlett Packard High Resolution Gas Chromatography  
Seminar

Hewlett Packard 59970 Mass Spectrometry Operator  
Training Course

Sentex Scentograph Portable G.C. Training Course

BAT 001 0588

NAME: Gary L. Amato

TITLE: Inorganics Technical Supervisor

EDUCATION/DEGREE:

A.A./1986/(Niagara County Community College)/Humanities

B.A./1988/(State University of New York at Buffalo)/Biology

YEARS EXPERIENCE WITH AES: 1

RELATED EXPERIENCE AND QUALIFICATIONS:

Laboratory Technician for Standard Oil

1 Year

Course work included several courses in Microbiology

EAT 001 0589

NAME: Linda A. Ratka

TITLE: Senior Inorganics Chemist

EDUCATION/DEGREES:

B.A./1985/(SUNY at Buffalo)/Biological Sciences

M.A./1988/(SUNY at Buffalo)/Biological Sciences

YEARS EXPERIENCE WITH AES: 1 YEAR

RELATED EXPERIENCE AND QUALIFICATIONS:

Extensive Laboratory Work for M.A. Degree

Implemented Teaching Laboratories on the College  
and Grade School Levels

Extensive Teaching Experience in College

NAME: Frank J. Scrivano

TITLE: Inorganics Laboratory Administrator

YEARS EXPERIENCE WITH AES: 3

- 1 year - Atomic Spectroscopy Assistant
- 1 year - Atomic Spectroscopy Technician
- 1 year - Project Manager

RELATED EXPERIENCE AND QUALIFICATIONS:

Attended Perkin Elmer Seminar- "Techniques in Graphite  
Furnace Atomic Absorption" November 1988

Attended Career Track Publications Seminar- "Exceptional  
Customer Service" September 1989

EAT 001 0591

NAME: Scott A. Abel

TITLE: Senior Field Technician

EDUCATION/DEGREE:

Presently taking courses at SUNY at Buffalo in  
Environmental Science and Industrial Hygiene

YEARS EXPERIENCE WITH AES: 5

RELATED EXPERIENCE AND QUALIFICATIONS:

40 Hour OSHA 1910.20 Hazardous Waste Health and Safety  
Training Course

Seminar on the Survey of Industrial Hygiene-U. of Cincinnati

BAT 001 0592



NAME: Bonnie J. Simpson

TITLE: Quality Assurance Manager

EDUCATION/DEGREE:

B.A./1987/(Niagara University)/English

YEARS EXPERIENCE WITH AES: 3

Company Experience in Glassware, Sample Control,  
Customer Service, and Administrative Duties

EAT 001 0593

NAME: Mildred J. Brass

TITLE: Administrative Supervisor

EDUCATION/DEGREE:

Presently pursuing a B.A. Degree in Business  
Administration from Niagara University

YEARS EXPERIENCE WITH AES: 5

Receptionist- 2 Years  
Office Manager- 2 Years

RELATED EXPERIENCE AND QUALIFICATIONS:

Present duties include supervising Customer Service,  
Office Personnel, and Sample Control

Seminar- "Exceptional Customer Service" - Career Track  
Publications

Customer Service Representative- New York  
Telephone

5 Years

Owner and Manager of the Barton House Restaurant  
Youngstown, New York

3 Years

BAT 001 0594

NAME: Catherine Mocniak

TITLE: Project Manager

EDUCATION/DEGREE:

B.A./1977/(Buffalo State College)/Liberal Arts/Language

YEARS EXPERIENCE WITH AES: 4

1 Year Sample Controler

3 Years Project Manager/Customer Service

RELATED EXPERIENCE AND QUALIFICATIONS:

(Fred Pryor)Project Manager Seminar - Sept. 1989

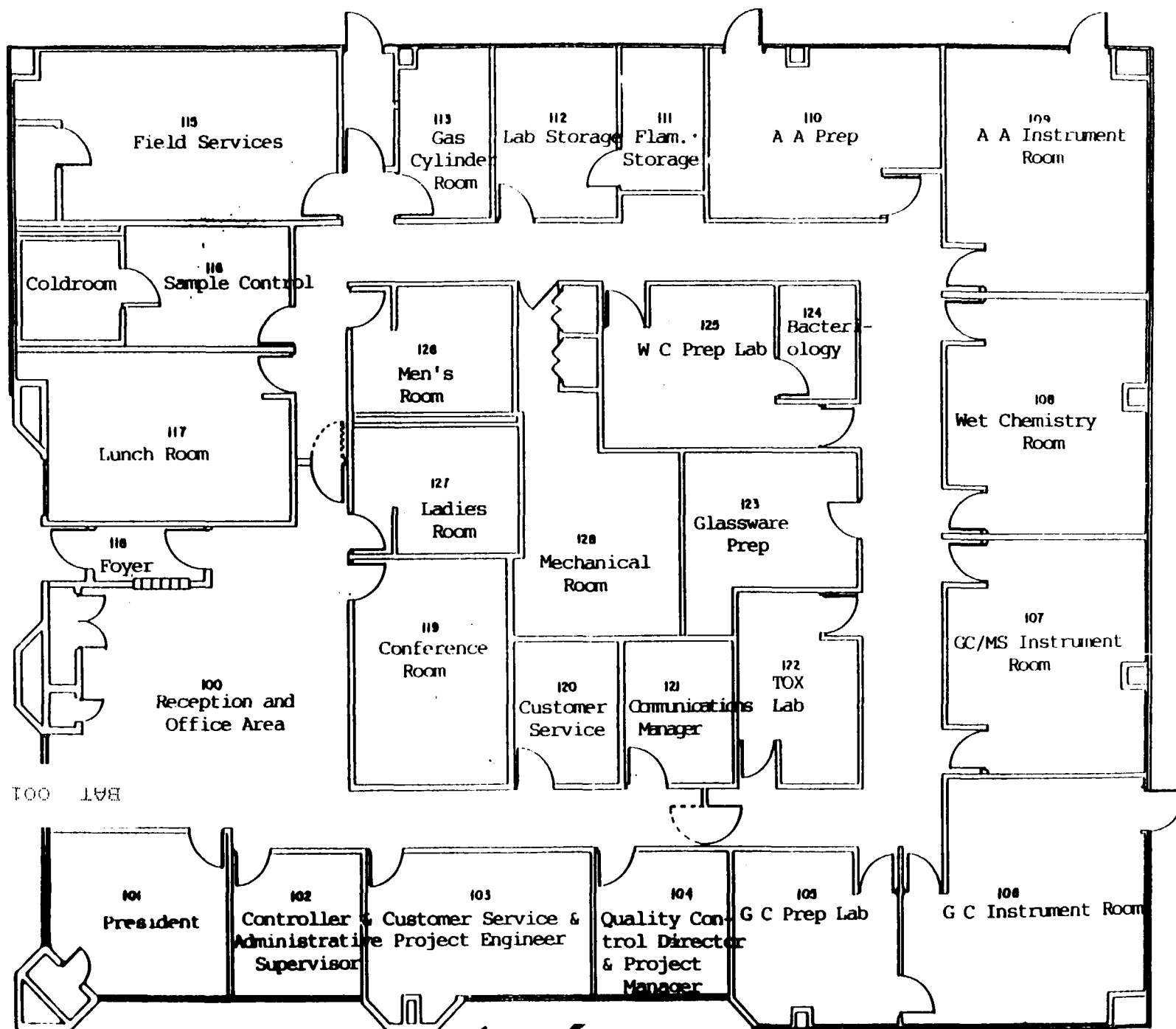
Survey of Industrial Hygiene (University of Cincinnati) -  
Dec. 1989

Marketing/Merchandising/Management - 7 Years

Public Relations Director - 1 Year

APPENDIX A

EAT 001 0596



4650 100 BAT 001 0597

ADVANCED

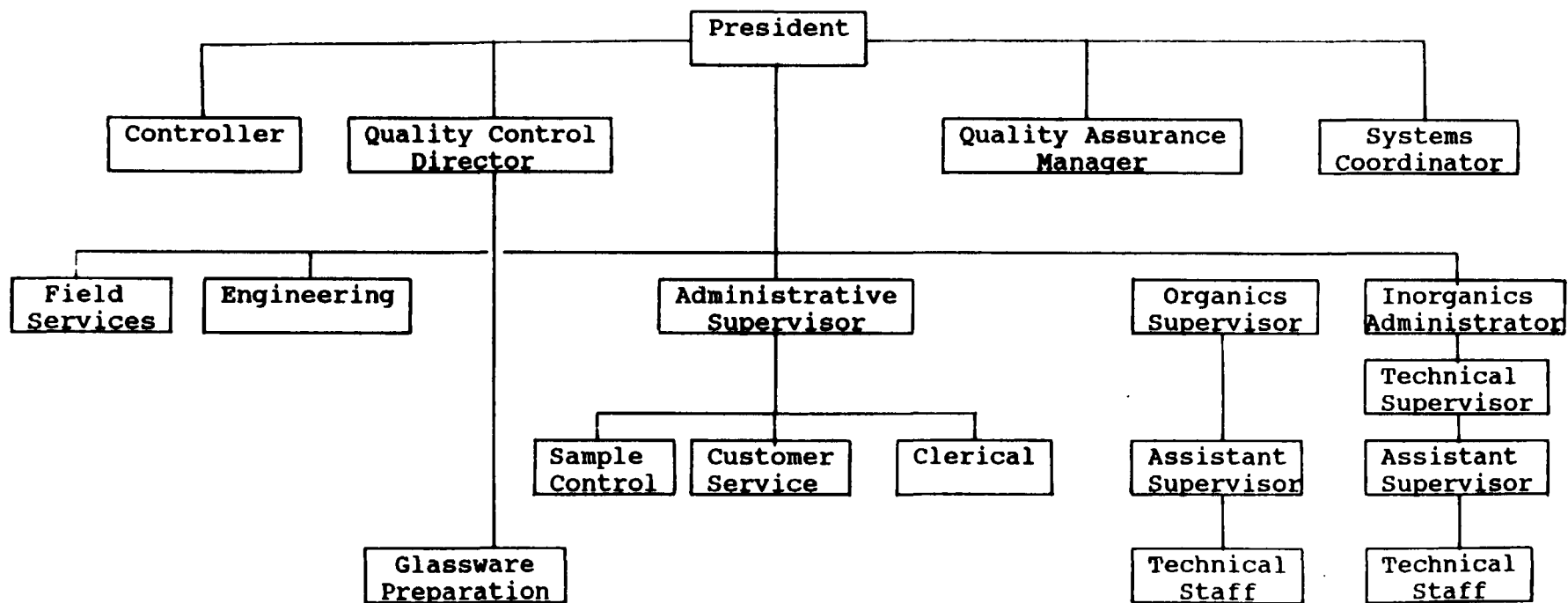
APPENDIX B

EAT 001 0598

ADVANCED ENVIRONMENTAL SERVICES

ORGANIZATIONAL CHART

1990



APPENDIX C

BAT 001 0600





TITLE

Report Prepared For

COMPANY

---

Project Manager



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Paul T. McMahon  
Quality Control Officer

Date  
AES Report

COMMITMENT  
TO  
HONESTY - QUALITY - SERVICE

BAT 001 0601

# ADVANCED ENVIRONMENTAL SERVICES, INC.

## FIELD REPORT

CUSTOMER: \_\_\_\_\_ AES JOB CODE: \_\_\_\_\_

WEATHER: \_\_\_\_\_ BEGINNING DATE: \_\_\_\_\_

NUMBER OF SAMPLES: \_\_\_\_\_ ENDING DATE: \_\_\_\_\_

SAMPLING LOCATIONS (1) \_\_\_\_\_ (2) \_\_\_\_\_ (3) \_\_\_\_\_

TIME \_\_\_\_\_

SAMPLING VOLUME \_\_\_\_\_

SAMPLE APPEARANCE (1) \_\_\_\_\_

(2) \_\_\_\_\_

(3) \_\_\_\_\_

Parameters	Date	Preservative	Flow Comp.	Time Comp.	Grab Comp.	Grab
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____

FIELD  
PARAMETERS: pH (1) \_\_\_\_\_ (2) \_\_\_\_\_ (3) \_\_\_\_\_ F°C°  
Temp (1) \_\_\_\_\_ (2) \_\_\_\_\_ (3) \_\_\_\_\_

Dissolved Oxygen (1) \_\_\_\_\_ (2) \_\_\_\_\_ (3) \_\_\_\_\_ Rcl2 (1) \_\_\_\_\_ (2) \_\_\_\_\_ (3) \_\_\_\_\_

Specific Conductivity (1) \_\_\_\_\_ (2) \_\_\_\_\_ (3) \_\_\_\_\_

COMMENTS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Sampled By \_\_\_\_\_ Date \_\_\_\_\_

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001  
0602

ADVANCED ENVIRONMENTAL SERVICES, INC.  
LABORATORY REPORT  
=====

Type of Analysis:

Client: A.E.S. JOB CODE  
-----

AES Lab No. -  
Sample ID -

Analytical Parameter(s)	Method Quant.		Sample Date-
	No.	Limits	

-----

-----  
Gary L. Amato  
Technical Supervisor

ADVANCED ENVIRONMENTAL SERVICES, INC.  
LABORATORY REPORT  
QUALITY CONTROL - PRECISION  
=====

Type of Analysis: Duplicate Analysis

Units of Measure:

Client:

A.E.S. Job Code:

Analytical Parameters	Sample Code	Original Conc.	Duplicate Conc.	Average Conc.	Range	Rel. % Difference
-----------------------	----------------	-------------------	--------------------	------------------	-------	----------------------

Relative Percent Difference =  
Range/Average X 100

0604 001 BAT

ADVANCED ENVIRONMENTAL SERVICES, INC.  
LABORATORY REPORT  
QUALITY CONTROL - ACCURACY  
=====

Type of Analysis: Matrix Spikes, and E.P.A. Standards  
Client: A.E.S. Job Code:

-----  
(Units: / or pp )

Analytical Parameters	Sample No.	Type	Observed Conc.	Original Conc.	Added Conc.	Percent Recovery*
-----------------------	---------------	------	-------------------	-------------------	----------------	----------------------

-----

-----  
• % Recovery =  $100 \times ((\text{Observed Conc.} - \text{"background" Original Conc.}) / \text{"Spike" Added Conc.})$

BAT 001 0605

TOXICITY CHARACTERISTIC LEACHING PROCEDURE (TCLP)  
ADVANCED ENVIRONMENTAL SERVICES, INC.  
LABORATORY REPORT

EAT 001 0606

=====

Type of Analysis: Metals

Client: A.E.S. Job Code

-----

(All results are in mg/l)

A.E.S. Lab No.-  
Sample ID -

-----

Analysis Method No.	Allowable Conc. (mg/l)	Quant. Limits	Analysis Date
Arsenic 7060	5.0	0.005	
Barium 7080	100.0	1.00	
Cadmium 7130	1.0	0.04	
Chromium 7190	5.0	0.50	
Lead 7420	5.0	1.00	
Mercury 7471	0.2	0.001	
Selenium 7740	1.0	0.005	
Silver 7760	5.0	0.10	

-----

Gary L. Amato  
Technical Supervisor

## STANDARD ADDITIONS DATA SHEET

UNITS: MILLIGRAMS/LITER, OR PPM

[illegible]

COMMENT: Extract(s) analyzed by the method of standard additions, as specified in EPA Reference SW-846 (3rd Edition, 1986). Correlation coefficient equal to or greater than .995 fulfill the requirements for an analysis free of sample matrix interference.

EAT  
 001  
 0607

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Blank lined paper for writing.

[illegible][illegible]

EAT

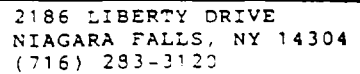
BAT 001 0608



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Date of Analysis

BAIT 001 0609

PROJECT NAME

TOTAL CONTAINERS

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0610

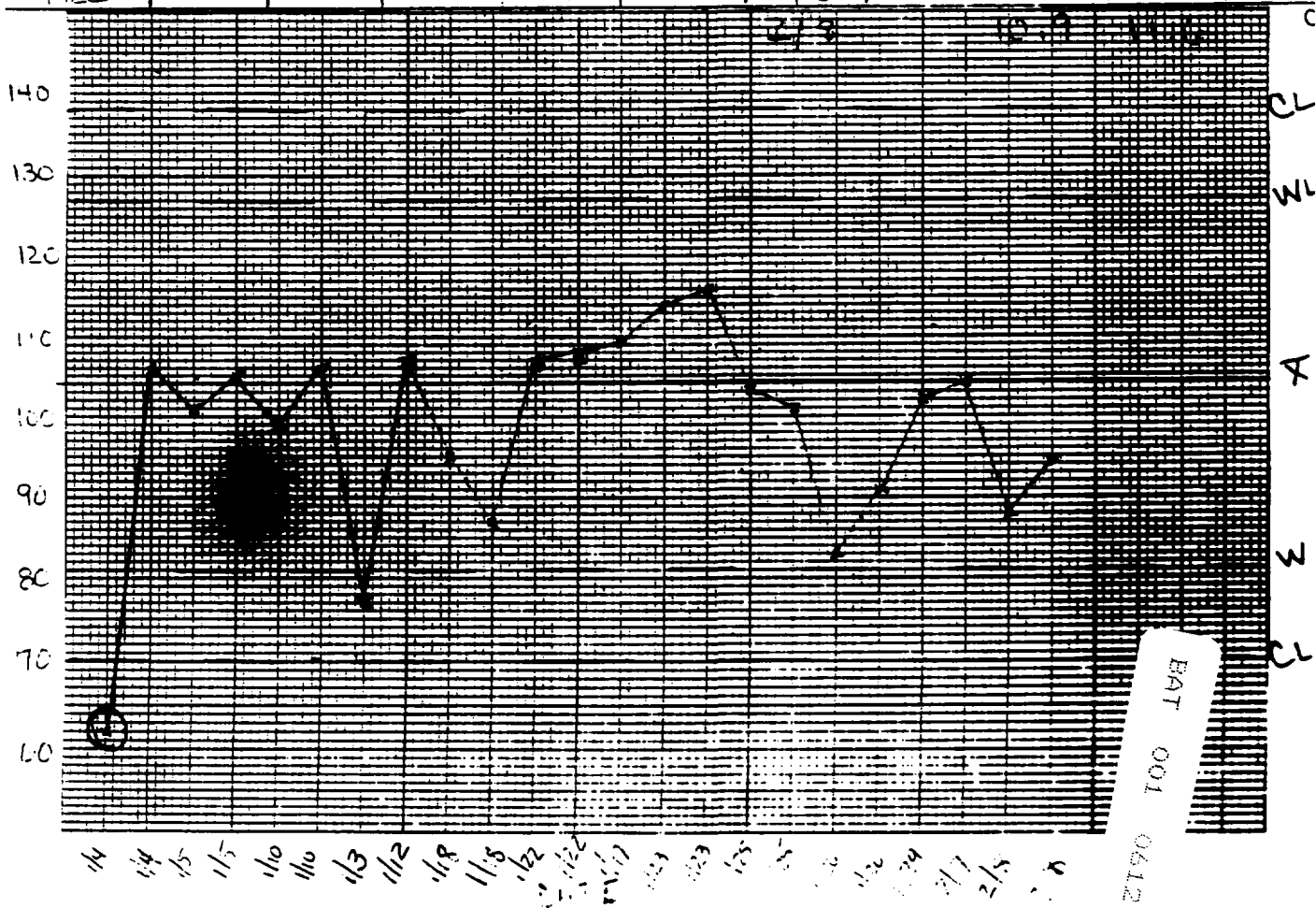
REMARKS:

APPENDIX D

EAT 001 0611

# Chloroform (spike)

DATE	TYPE	obs - orig	added	% Recovery		DATE	TYPE	obs - orig	added	% Recovery
1/4/90	SPK	9.3	15.0	62		1/22/90	SPK	12.5	11.6	108
1/4/90	SPK	15.9	15.0	106		1/23/90		12.6	11.6	109
1/5		15.1	15.0	101		1/23		13.2	11.6	114
1/5		15.9	15.0	106		1/23		13.4	11.6	116
1/10		14.9	15.0	99		1/25		12.7	11.6	109
1/10		15.9	15.0	106	7=104	1/25		11.7	11.6	101
1/13		11.5	15.0	77		1/26		9.56	11.6	83
1/12		16.1	15.0	107	45% 81-127	1/26		10.6	11.6	91
1/18		14.3	15.0	95	99% 70-138	1/29		11.9	11.6	102
1/18		13.0	15.0	87		2/7		12.1	11.6	104
1/22		12.4	11.6	107		2/8		10.2	11.6	88

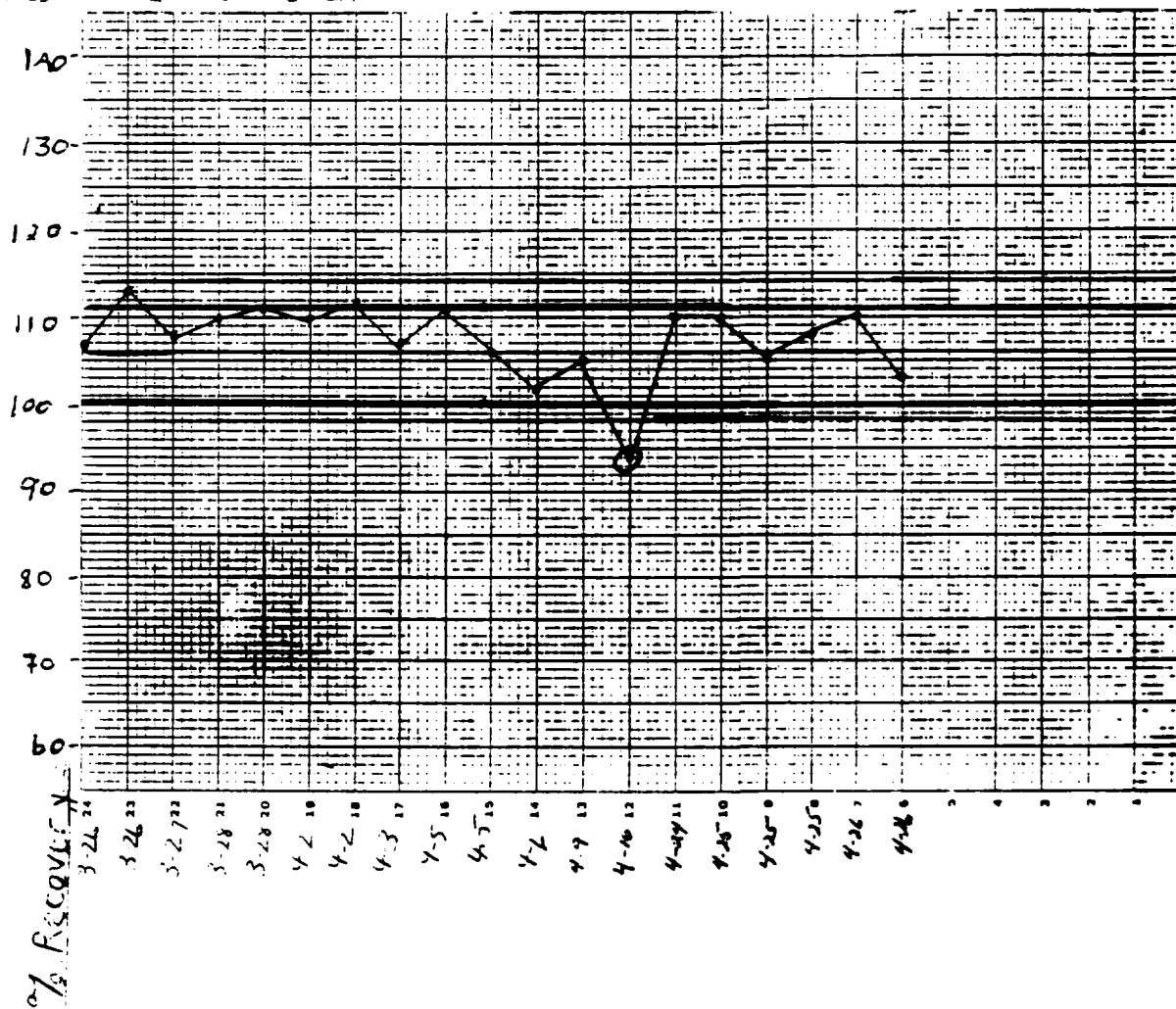


APPENDIX E

EAT 001 0613

Date	Type	Original	Obs.	%	Analyst	Date	Type	Original	Obs.	%	Analyst
3-26-90	IND STD	30.0	32.2	107	LR	4-16-90	IND STD	30.0	28.3	94	MK
3-26-90			33.9	113	LR	4-17-90			33.4	110	MK
3-27			32.0	107	MK	4-24-90			32.9	110	MK
3-28			32.0	110	MK	4-24-90			31.4	105	MK
3-28			33.4	111	MK	4-25-90			32.4	108	MK
3-4-2			32.7	110	MK	4-26			33.0	110	MK
4-2			33.5	112	MK	4-26-90			31.2	103	MK
4-3			32.0	107	MK						
4-5			33.3	111	LR						
4-5			31.8	106	LR						
4-6			30.6	102	MK						
4-9	-	-	31.4	105	MK		-	-			

Footnotes listed on back



Statistic

Date

sd 3

CL 114

WL 111

X 106

WL 100

CL 97.9

BAT

001

0614