



## **LABORATORY QUALITY MANAGEMENT SERVICES**

PO BOX 1384, Port Moresby 121, NCD

PAPUA NEW GUINEA

(+675) 7211 2240

[nou.ako@neseheights.com](mailto:nou.ako@neseheights.com)

<https://neseheights.com/services/laboratory-quality-management-services/>

[www.neseheights.com](http://www.neseheights.com)

# **BUSINESS PROFILE**

## **LABORATORY QUALITY MANAGEMENT SERVICES**



**IPA REGISTRATION: 6-296949**

**TIN NUMBER: 500869067**



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## ABOUT

Nou Lohia Ako is trading as Laboratory Quality Management Services.

Laboratory Quality Management Services commenced 02<sup>nd</sup> May 2021 and is registered with IPA.

With 20+ years of experience in accredited laboratories, I can provide practical advice and support for all aspects of Laboratory Quality Management Systems under the internationally accepted ISO/IEC 17025 standard.

I have tertiary qualification in Chemistry.

Additionally, I have experience in Technical Assessments of Laboratories within Papua New Guinea.

## OBJECTIVE

Our primary objective is to **ADD VALUE** to your laboratory in the following ways:

- To ensure continuous improvement of the Laboratory's Quality System in keeping up to date with industry standards through regular reviews and updates.
- To ensure the Laboratory complies to ISO/IEC 17025 certification and maintains its PNGLAS accreditation.
- To conduct periodic assessments/audits of the Laboratory Quality System.

## VISION

- To maintain Laboratory Quality Management Compliance for all clients by delivering an exceptional service in a timely manner.



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## VALUES

- We RESPECT our clients.
- We value TRUST and HONESTY in our interaction
- We protect the privacy of all our clients.

## WE ARE:

- CLIENT FOCUSED.

WE RESPECT our clients. Consequently, we conduct our business HONESTLY to ensure we build enduring TRUST to cultivate a win-win relationship.

We ensure we deliver on our commitments because we value ACCOUNTABILITY to our customers.

We value our PERFORMANCE because we offer our clients our best.

- QUALITY-ORIENTED

We ensure the services we provide for our clients are of the highest quality.

- INTEGRITY-ALIGNED

We maintain the highest standards of integrity in our business.

## SERVICES

We provide the following services to ensure our primary objective is achieved:

- Laboratory setup.
- Quality Management System setup. Write-up and Development of Quality System Documentation.



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- Quality System Administration and,
- Maintaining Quality System Compliance.

## INTERNAL AUDITS

We conduct the following Internal Audits to ensure your internal laboratory compliance to the ISO/IEC 17025 standard is maintained.

- Calibration
- Customer Complaints & CARs
- Document Control
- General Laboratory Practices
- Method
- Paper Chase
- Quality Control
- Quality System
- Training
- Management System
- Technical System audits.

Furthermore, we write up and develop internal audit documentations specific to laboratories.

## METHOD VALIDATION

- Method Development
- Method Validation



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- Standard Method Verification for suitability of use.

We also write-up and develop an intensive Method Validation Plan to address the following Method Validation Parameters:

- Linearity
- Range
- Precision
- Accuracy
- Specificity
- Stability
- Instrument and Method Detection Limits.

## MEASUREMENT UNCERTAINTY

- We write-up and develop laboratory-specific Measurement Uncertainty processes.
- Measurement Uncertainty Determinations for Validated Laboratory Methods.

## WANTOK AUDITS

- To meet our primary objective, we prepare our clients by conducting WANTOK AUDITS prior to their EXTERNAL AUDIT by PNGLAS by ensuring their compliance to the internationally accepted ISO/IEC 17025 Standard is maintained.

To view full details of our WANTOK AUDIT, enquire for our **BUSINESS PROPOSAL**.



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It outlines in detail our business proposal plans in how we add value to your organisation and why, Major Deliverables and Milestones, and Cost & Payment Details.

However, to ensure you have initial insight into our Business Proposal, we have provided the Executive Summary below.

### EXECUTIVE SUMMARY

We understand and agree that maintaining a Laboratory's Accreditation with ACCREDITATION BODIES in accordance with the requirements of ISO/IEC 17025 is of paramount importance for Testing and Calibration Laboratories. However, we also realise, and I can attest to this as a fact, that sustaining the Management System is not an easy feat for any one laboratory.

The Laboratory Quality Management System demands an ongoing and steadfast evaluation and monitoring in all aspects of the Quality System. Almost an army-like approach with devoted staff. Sadly, laboratories are overwhelmed with analytical responsibilities coupled with issues associated with staffing that they lose control of their Quality System and realise this discrepancy, often consisting of a long list of Non-Conformances, far too late.

In such circumstances, laboratories will attest to the fact that there is no one-action-fix-all remedy.

There is normally a long list of Corrective Actions, resulting from the domino effect of one non-conformance affecting other aspects and/or requirements of the Quality System.

The Corrective Actions are usually daunting, intimidating and at times serve as a discouragement for the inexperienced chemist. Even seasoned professionals, Analytical Chemists with years of experience in the job and those responsible for QAQC, find themselves overwhelmed at times.

Sadly, but true, laboratories lose their Laboratory Accreditations with ACCREDITATION BODIES from simply their lack of on-going commitment and dedication towards maintaining control of their Quality System.



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Fortunately, Laboratory Quality Management Services, LQMS, through **NOU LOHIA AKO** can ensure an on-going commitment and devotion towards sustaining control of your Laboratory Quality Management System.

Utilising an outsider with a keen eye for details and with a different perspective has beneficial value – IMPARTIALITY.

My perspective is independent and neutral, and my assessment is honest.

Laboratory Quality Management Services, through **NOU LOHIA AKO**, offers WANTOK AUDITS on a quarterly basis.

WANTOK AUDITS are conducted onsite and in the same token as an external audit by an ACCREDITATION BODY but without the stringent consequences as is the case with accreditation bodies. This allows your Laboratory to address the corrective action(s) on your own schedule but in a timely manner.

Additionally, we collaborate with you to address findings from our WANTOK AUDIT.

This is favourable for your laboratory.

Our synergy EMPOWERS your chemists and those responsible for the maintenance of your Laboratory Quality Management System.

The over-arching result of our WANTOK AUDIT is that honest findings of your laboratory's non-conformances are identified in advance and corrective actions are addressed in a timely manner, all well before the actual External Audit by the accreditation body.

What distinguishes us from others is that LQMS is 100% nationally owned by **NOU LOHIA AKO**:

- **NOU LOHIA AKO** has worked in the PNG mining industry for 20+ years primarily in maintaining Laboratory Accreditation with PNGLAS in accordance with the requirements of ISO/IEC 17025.
- **NOU LOHIA AKO** is a chemist by profession with experience in setting up in-house and standard analytical procedures and processes and in the implementation of Validation and/or Verification of



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methods including the calculation of Measurement Uncertainty. This is an experience-based skillset harnessed over time.

- **NOU LOHIA AKO** has experience in Technical Assessment of laboratories.
- And a career spanning 20+ years as a professional chemist has been one whole WANTOK AUDIT.

We love our WANTOK AUDIT.

It allows laboratories to embrace the changes required for growth while still honouring the efforts of past colleagues.

Our collaboration can transform your Laboratory and its Laboratory Quality Management System from one where you have little control over to one where you are in control in a way that is manageable, sustainable, and more importantly, one that adds value.

## CLIENT PORFOLIO

We are recently established and working towards establishing an enduring business relationship with potential clients.

## FREE CONSULTATION

We provide FREE CONSULTATION to establish our engagement in terms of our services fees and your laboratory requirements.

Email us on: [nou.ako@neseheights.com](mailto:nou.ako@neseheights.com) or [nouako13263@gmail.com](mailto:nouako13263@gmail.com)

Or through our webpage URL: <https://neseheights.com/services/laboratory-quality-management-services/>