

Title: Communication with participants

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	Facultat de Química Departament Química Analítica Mat Control	PNT/MAT/006/01
		Communication with participants
		Pag. 2 de 4

1 Objective

Establish and refer models to Mat Control have communication with participants of PTS.

2 Scope

This document applies when Mat Control needs contact participants of PTS for PTS subjects.

3 Definitions

Not applicable.

4 Related Procedures

Not applicable.

5 Responsibilities

The technical responsible of Mat Control is responsible for contact participants.

6 References

Not applicable.

7 Instructions


7.1 *Communication with participants*

Communication with participants is done according previous agreement between parts, e.g. courier, email, fax, or phone. Email is preferred when is possible.

Technical responsible and director are responsible for all transferring information and they are aware about any risk that can affect confidentiality police. At least one copy of all information is kept in Mat Control.

Following confidentiality principles and to avoid falsifications, all documents are sending as pdf version and mail as occult copy.

Clients can contact Mat Control anytime to ask further information, clarifications, to solve doubts and to complain.

	Facultat de Química Departament Química Analítica Mat Control	PNT/MAT/006/01
		Communication with participants
		Pag. 3 de 4

Any change in previous PT agreement also is report to participants as soon as possible, for them decide if the modifications can influence their proposal in the PT. In affirmative case, Mat Control together the client shall review the contract.

Mat Control contact participants in 5 main situations, as shows Table 1, and for marketing contacts. If for any reason beside these Mat Control contact clients, technical staff shall be responsible.


	Facultat de Química Departament Química Analítica Mat Control	PNT/MAT/006/01
		Communication with participants
		Pag. 4 de 4

Table 1 – Communication with participants

Situation/When	Objectives	Document	Type of Communication
Information and inscription PT/ 4 weeks before PT	Give details of: the scope of the proficiency testing scheme; analytical methods, fees for participation; documented eligibility criteria for participation; confidentiality arrangements; and how to apply.	Word file document Inscripciones_programa_YEAR	Email
Information about samples/ Together samples	Give participants code, confirm content in the box, details of analytical methods and “received sheet” that shall be fill and return by participants.	Word file document Documentacio_tramesa mostres_YEAR	National post service or courier
Reporting of results by participants / at least 15 days before deadline	Allow participants send information in a standardize way.	Excel sheet	Email
Sending of technical report/ in date agreed	Inform statistical analyses and performance of individual participants.	Excel sheet	Email
Call for final meeting/ XX weeks after Mat Control report results	Invitations to participants meet and discuss results, complain and solve doubts about PT.	Word file document	Email