Wholly Water

ECan Laboratory's Newsletter

Issue No. 8 June 2008

COD's

As part of our commitment to improving our service, we have recently purchased equipment to carry out COD's (Chemical Oxygen Demand) ourselves (instead of outsourcing to another Laboratory) and we hope to be IANZ accredited for this by the end of the year.

COURIER CHARGES

With the increasing fuel prices, our Courier company has advised of potential increases in courier tickets. Unfortunately this will mean we will have to pass this increase on to you.

SERVICE LEVEL AGREEMENTS

We are currently in the process of organising Service Level Agreements for our customers. These will outline the sampling we currently do for you, the detection limits for the analyses, expected turnaround times, prices, etc. This is a huge job and will be rolled out over the next few months.

CONFIDENTIALITY OF RESULTS

We are sure you are already aware of this, however just to reiterate, even though we are a Business Unit of ECan, as part of our IANZ Accreditation, external customers' results are kept totally confidential and are not passed onto any person/ section within ECan unless requested in writing by our client to do so

STAFF CHANGES

There have been some changes in the Lab over the last 6 months, with staff leaving and new staff coming on board. Paul Woods – Senior Chemist, left in January 2008 and following the ECan organisation redesign a new Manager was appointed, Neville Bishell has replaced Sue Seymour as our Manager. Gaynor Harvey has been appointed Senior Chemist and is also Quality Manager in the Lab. We have also employed: 2 Laboratory Technicians – Chelsea Wellington who started in January and Petra Krizova who started this month, and an Assistant Laboratory Administrator - Julie McKenzie. Julie started on 3 June and is therefore still "in training", however from now on she will be your first point of contact whether by phone or when visiting the Laboratory in Christchurch. Should you wish to contact us, our direct dial to the Lab is 03 353 9720 or by email: lab@ecan.govt.nz.

Our new structure is as follows:

Neville Bishell - Manager
Gaynor Harvey - Senior Chemist
Marta Torok - Microbiologist
Frances Kenny, Chelsea Wellington, Petra Krizova - Laboratory Technicians
Sue Steel – Laboratory Administrator
Julie McKenzie – Assistant Laboratory Administrator

A ☹ reminder …… RECEIVING MICRO SAMPLES PRIOR TO PUBLIC HOLIDAYS/WEEKENDS

To help keep our analysis costs down, we have had to implement a $25.00 (excl. GST) per day charge for unscheduled samples received prior to a weekend/Public Holiday. We have listed below the time required to do the following analyses and the additional costs involved:

Test	If sample received on a:	Days analysis required	Test Cost (excl.GST)	Plus additional cost (excl.GST)
E.coli	Friday	1	$25.00	$25.00
Swimming Pool*	Wednesday	3	$60.00	$25.00
Swimming Pool*	Thursday/Friday	3	$60.00	$50.00
HPC	Thursday	2	$21.00	$25.00
HPC	Friday	2	$21.00	$25.00

** Swimming Pool analyses require daily analysis for 3 consecutive days.*

To avoid your company incurring additional analysis costs, please pass this information on to your samplers.

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