

Monitoring EQA Performance : Investigating the source of the problem

In order to identify the source of the problem it is useful to be aware of the most common causes of poor EQA performance. Errors can occur at any stage of the testing process however EQA is most concerned with detecting analytical errors i.e. errors that occur during the analysis of the sample.

Most analytical errors can be easily divided into three main areas; clerical errors, systematic errors and random errors. Systematic errors result in inaccurate results that consistently show a positive or negative bias. Random errors on the other hand affect precision and result in fluctuations in either direction.

The flowchart (below) is designed to help you investigate any apparent poor performance.

