



Handling of Appeals in the context of Proficiency Tests

The handling of appeals in the context of proficiency tests is clearly described in our internal quality management documentation and is known to every employee who is responsible for proficiency tests. Reports on proficiency tests are initially sent to the participants in draft form to allow for comments and appeals.

The work description that is agreed with the customers contains the information that appeals are possible after receipt of the draft report.

Appeals received are documented and passed directly to the head of D-EP-15186-01. The competence team decides on the acceptance of the appeal.

Care is taken to ensure that the decision on appeals is made, evaluated and approved by persons who were not directly involved in the evaluation of the proficiency test.

The head of D-EP-15186-01 determines the persons responsible for processing and following up the appeal in collaboration with the competence team.

The investigation and decision on appeals is generally subject to confidentiality and impartiality.

The result of the decision on the appeal and, if applicable, progress reports on defined corrective actions will be communicated to the objector.

If changes to the report are necessary, this will be taken into account when preparing the final report.

The extent to which the presentation of results by other participants is affected by the appeal will be examined.

If an incoming appeal is assessed to be unjustified, we will nevertheless seek a discussion with the participant in order to clarify the matter.

If you have any questions regarding the handling of appeals in the context of proficiency tests in our company, please do not hesitate to contact us for a personal discussion.

Olaf Schnelle-Werner

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