

## Environmental Proficiency Testing

# Meet Phenova

Every Lab Needs a PT Partner



# You Do Great Work

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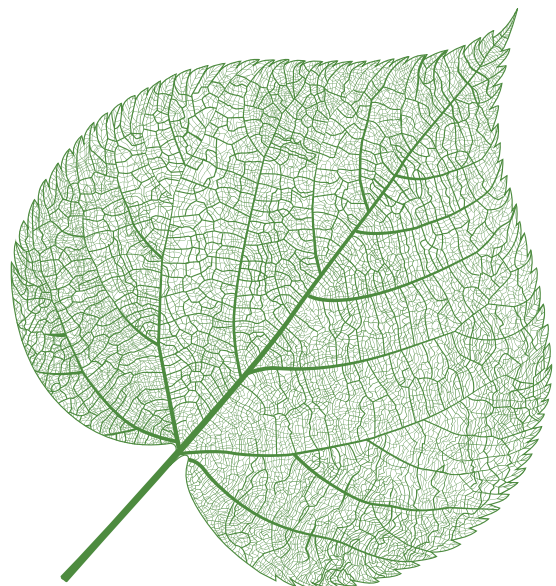
Have you ever wondered about the impact of your work safeguarding the environmental network across the globe? Because of you, our water supplies stay clean; the soil is rich in nutrients; and the atmosphere is filled with fresh air.

It's serious work and we owe immense gratitude to you, our partners, for keeping our colleagues, friends, and family safe. So THANK YOU for helping to maintain our only home sustainable for generations to come.

Your time is crucial and we understand that proficiency testing (PT) must be efficient and effective so you can quickly get back to your daily responsibilities. We are here to support you every step of the way ensuring you have a successful and well-organized PT experience.

The Phenova Team

Let Us Know How We Can Help  
Email: [info@phenova.com](mailto:info@phenova.com)  
Tel: 1-866-942-2978



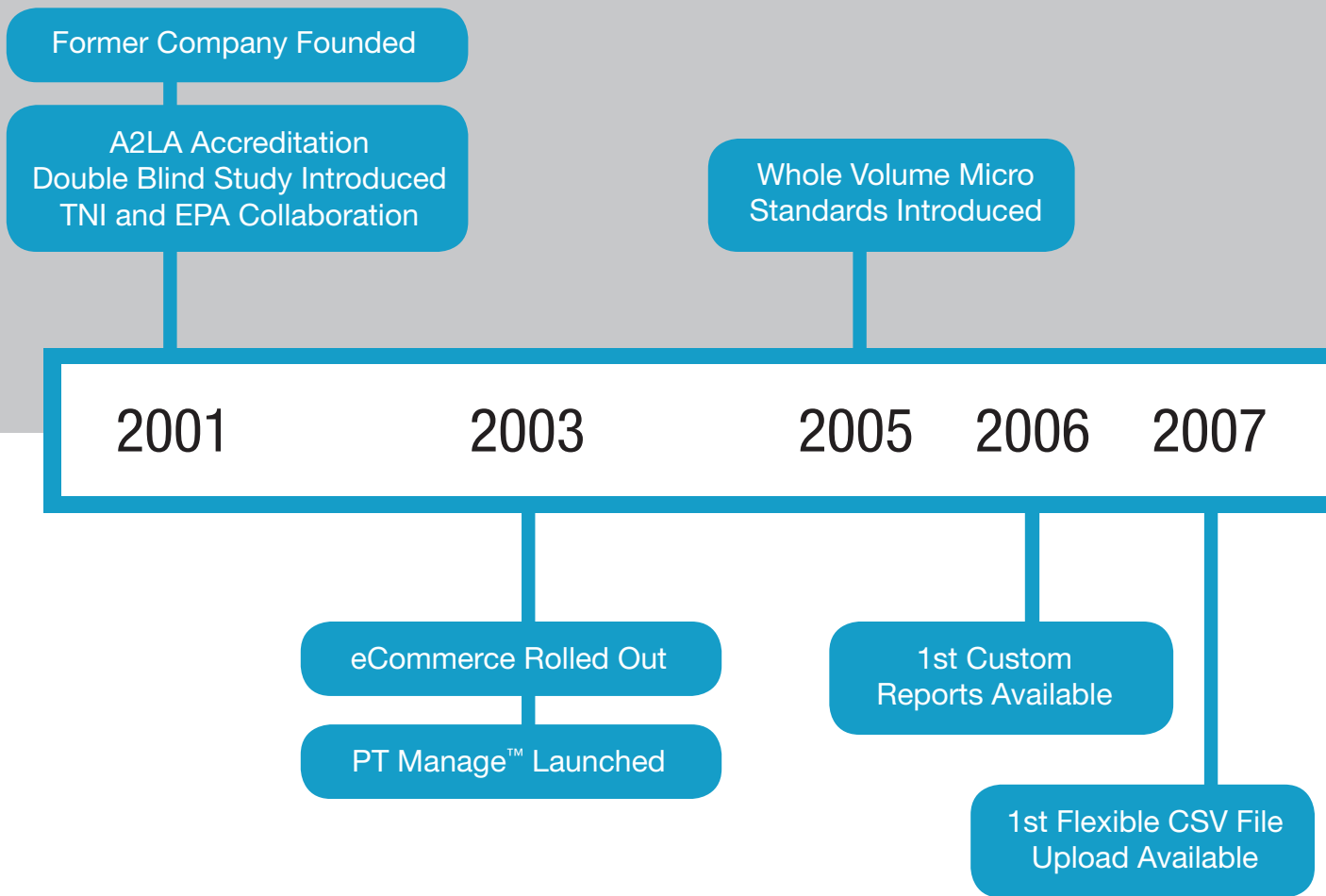
# Meet Your New PT Provider

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# Humble Beginnings

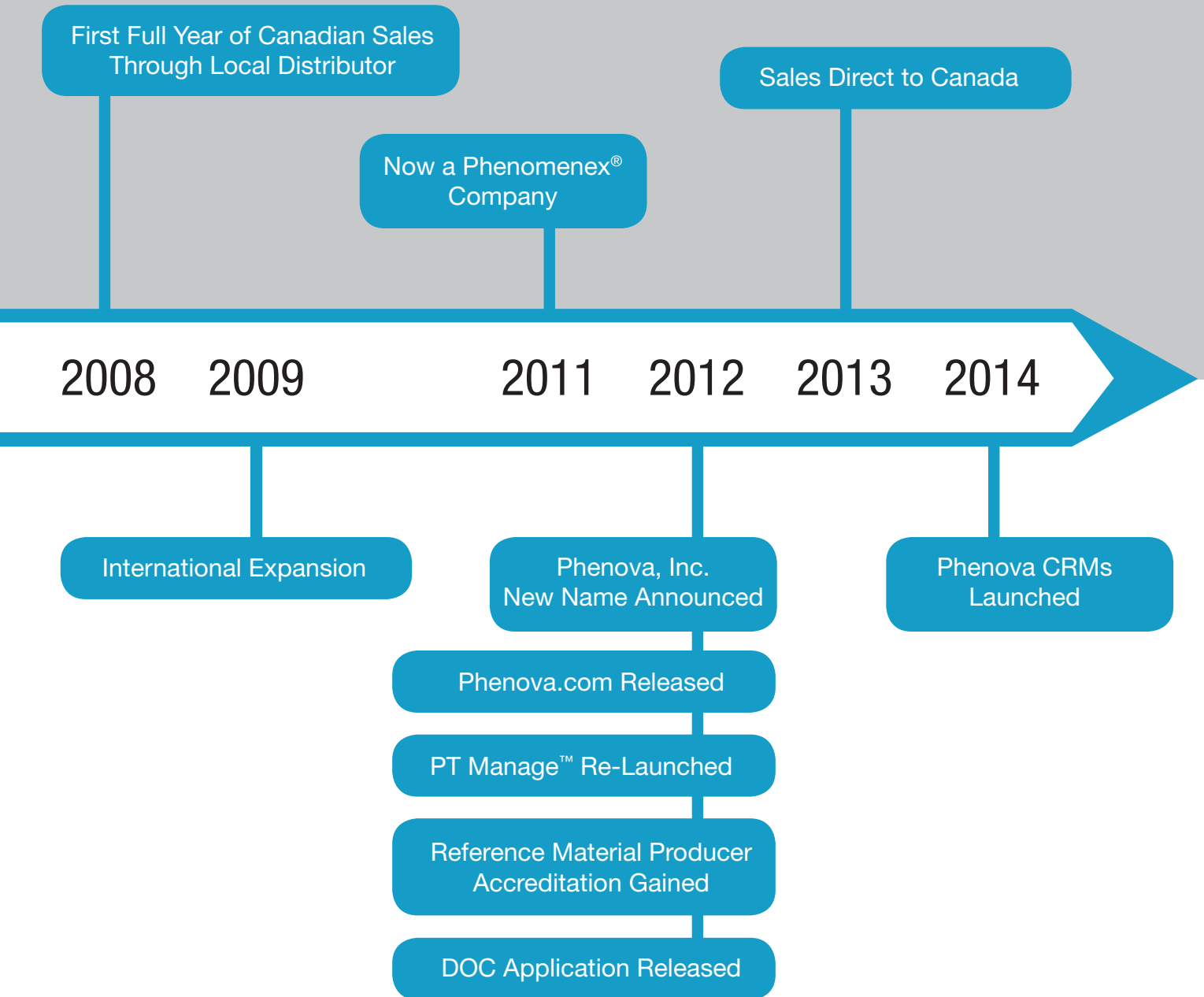


**Chemical Testing Laboratory**  
Certificate No. 2427.03



**Proficiency Testing Provider**  
Certificate No. 2427.01  
**Reference Material Producer**  
Certificate No. 2427.02

# Fiercely Moving Forward



# Best in Class Service

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Phenova's team has collectively over 300 years of experience in the PT and environmental industry. We know it takes every part of your business to be successful in order to maintain your accreditation. We are here to give you personalized support and aid you with anything that will help excel your proficiency testing experience.

## What Can We Help You With?

- Accreditation Consulting
- Corrective Action Evaluation
- Technical Assistance
- Simple Data Management
- Electronic Reporting

**“It just doesn't get any better than this...[Phenova] is the best! And of course thanks to the whole team that deals with me all the time with such wonderful service.”**

-Nadine Jernberg,  
Test America, Chicago

# We Love Questions



## Need assistance?

Below is our directory for specific questions or inquiries you may have about your PTs. Our team is here to help!

### Technical Assistance (Technical@Phenova.com)

- Organic and Inorganic Preparation
- Analytical Questions
- Method Troubleshooting  
(Chemistry and Microbiological)
- Technical Tips

### Proficiency Testing (PTService@Phenova.com)

- General Proficiency Testing Questions
- Data Reporting Help
- Final Reports
- State Coordinators Contact Information

### Customer Service (Info@Phenova.com)

- PT Data Entry
- Ordering, Quotations, and Order Status
- Shipping
- General Product Questions

### Accounting (Accounts@Phenova.com)

- Invoice Questions
- Billing Information

For all other questions, email us at **info@phenova.com** or call **1-866-942-2978**.

# Corrective Action Guidance

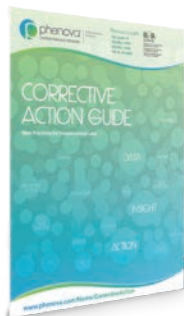
With Phenova a “Not Acceptable” is Not Acceptable!

Sometimes “Not Acceptables” happen in proficiency testing. Not to worry; Get Phenova involved and together we’ll...

- Determine Your Root Cause ✓
- Strategize Your Corrective Action Plan ✓
- Verify Your Corrective Action Measures with Phenova QC Standards ✓
- Enroll You in a Rapid Return™ or PT Study ✓
- Keep Your Accreditation on Track ✓



If your lab receives a “Not Acceptable” result in a Phenova PT Study and cannot pinpoint the issue, contact our technical support group. We will guide you through the most effective corrective action process and, if necessary, we will provide a FREE Phenova QC Standard to help get you back on track!



Corrective Action Guide



GC Troubleshooting

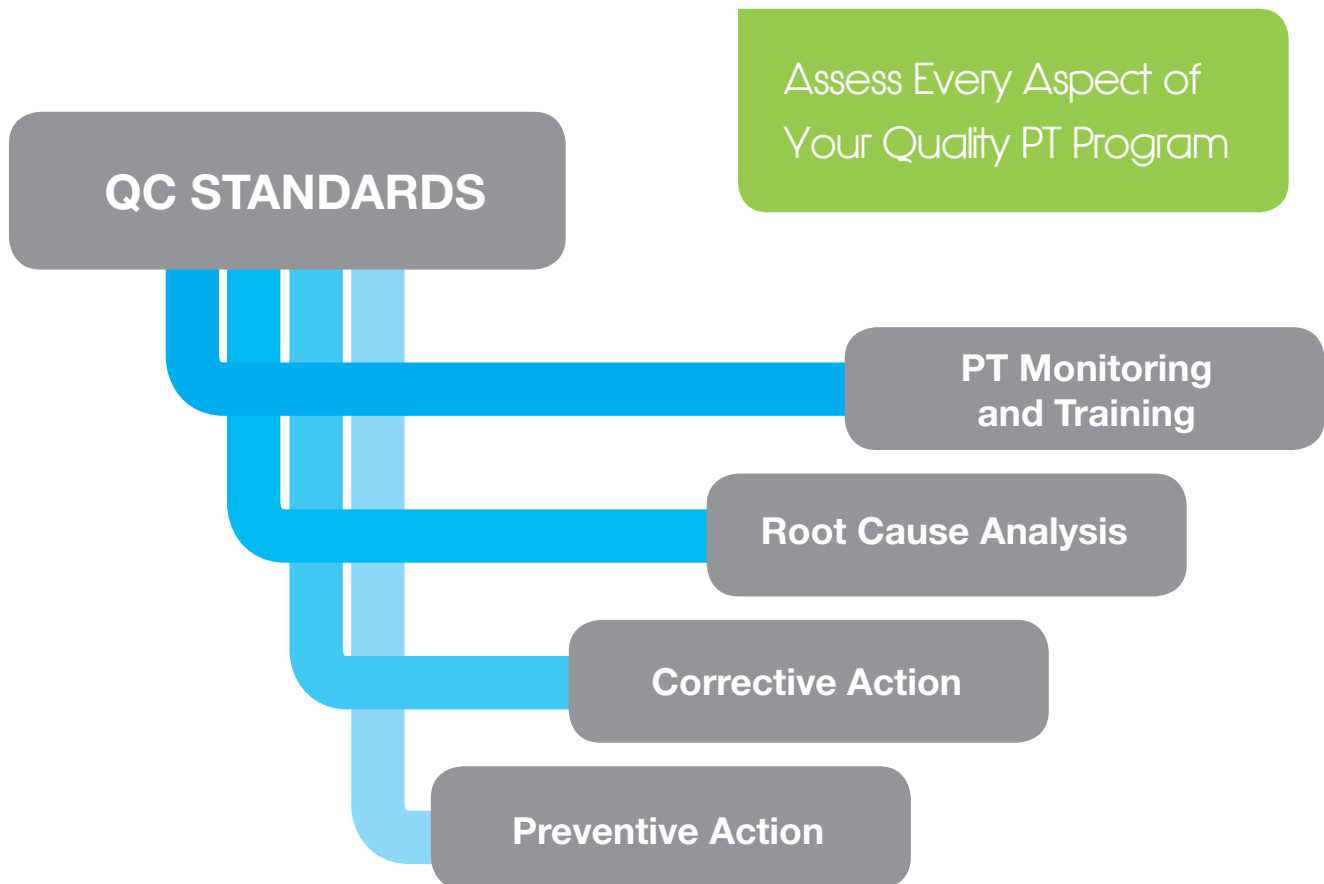


Corrective Action Tips and Tricks

To access technical videos and guides, visit: [www.phenova.com/correctiveaction](http://www.phenova.com/correctiveaction)



# Crucial for PT Success



## Maintain Quality Practices with Quality Control (QC) Standards

### Routine Internal Quality Evaluation

- Verify your lab and instrumentation are in control and meet your data quality objectives.

### Corrective Action Investigation

- Determine root causes for a “Not Acceptable” and validate both corrective action and preventive action measures.

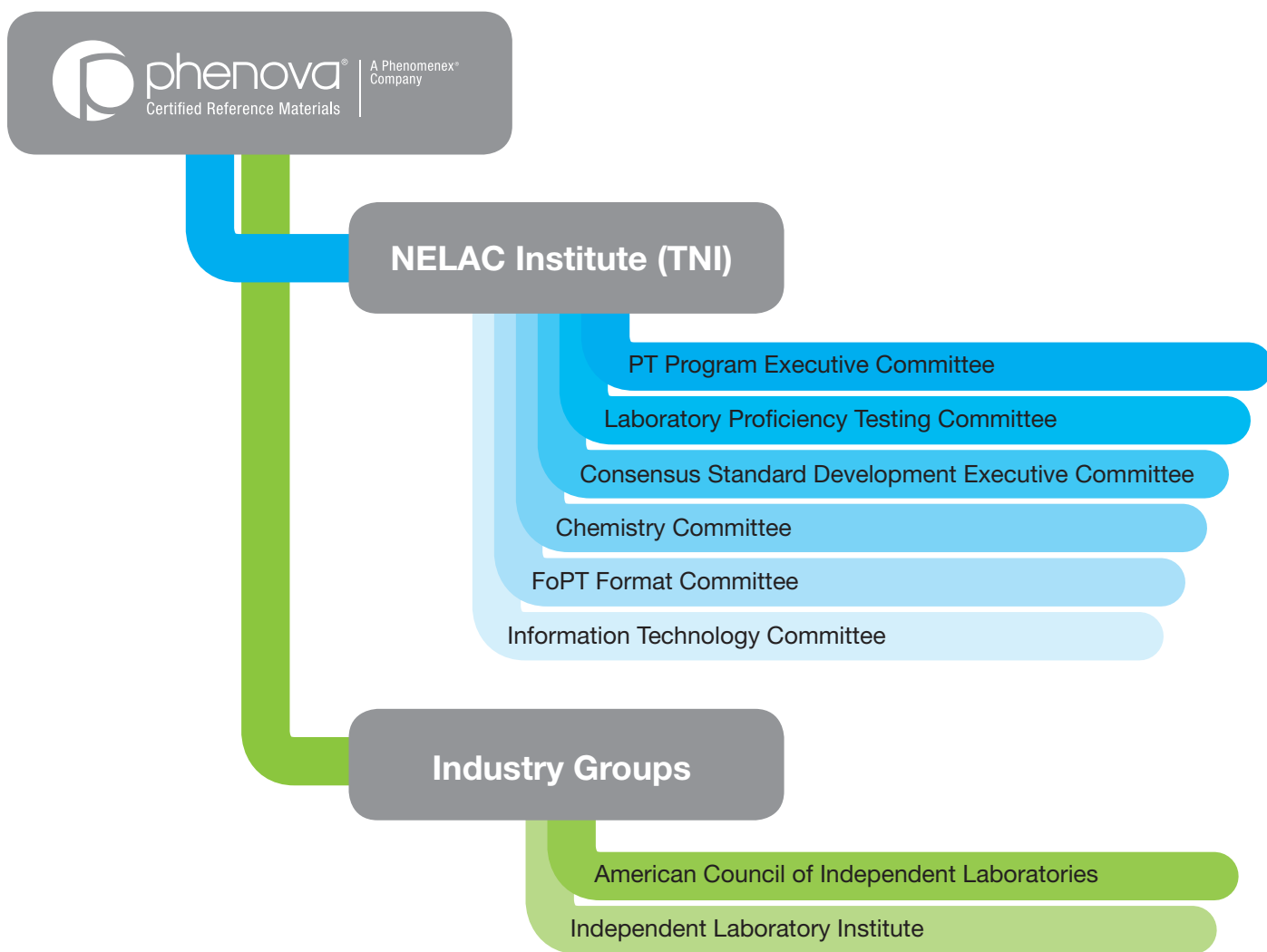
### Train Your Analytical Staff

- A powerful tool in your training regimen. Staff can analyze QC standards as if they are real-world samples and results can be compared with known data.

# Our Environmental Connections

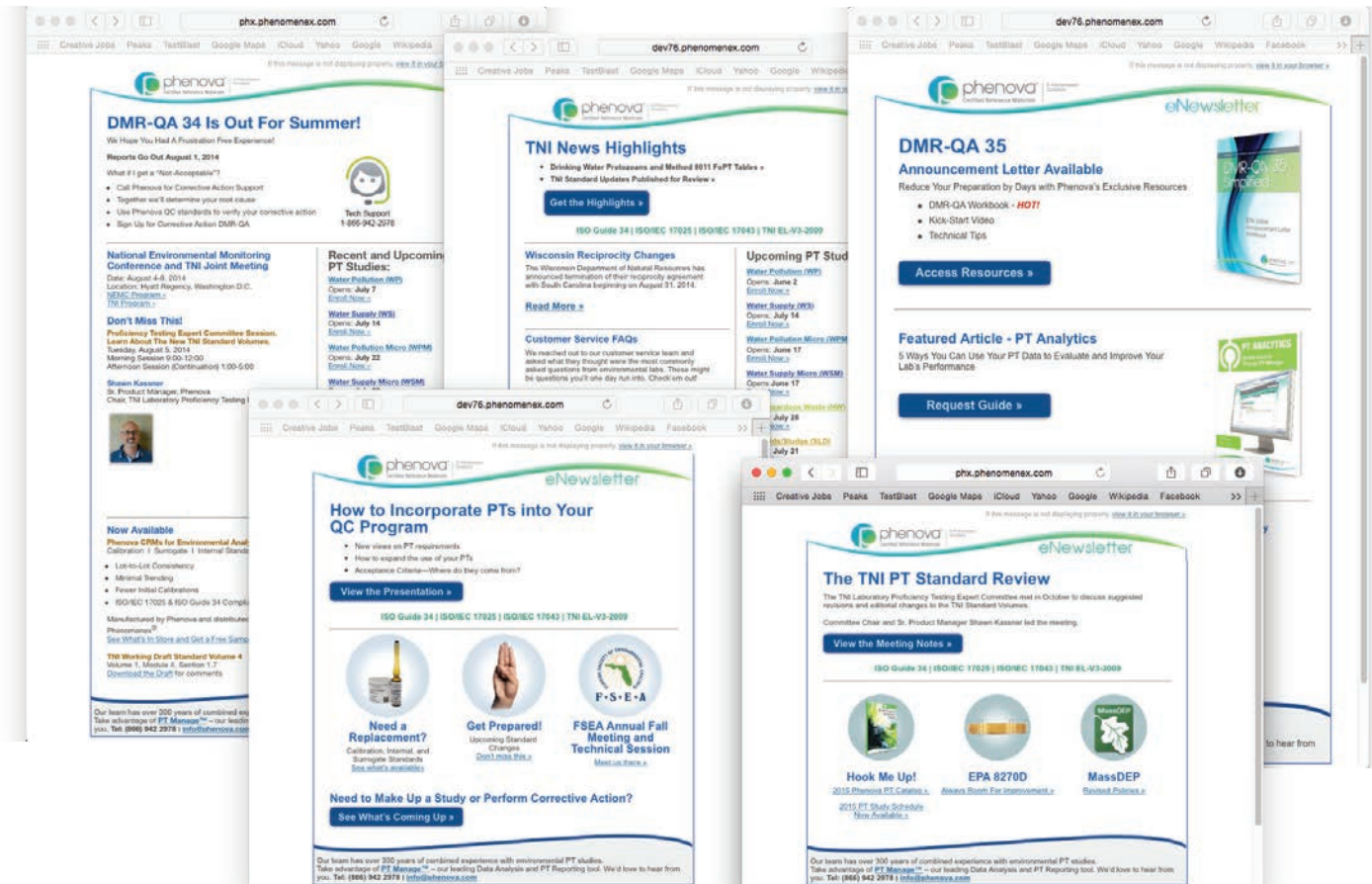
Phenova team members are closely involved with the EPA and TNI and are in constant contact with state agencies and industry groups; so we are always aware of the latest regulatory updates and quality directives.

You Can Find Us Taking Part In The Following...



# Keep a Lookout for Phenova eNewsletters

Get the latest news and regulation changes that affect your state and quality program. Stay focused on your daily workload and we'll let you know about any important updates!



Sign up for our mailing list at: [www.phenova.com/RequestNews](http://www.phenova.com/RequestNews)

# PT Analytics and Reporting

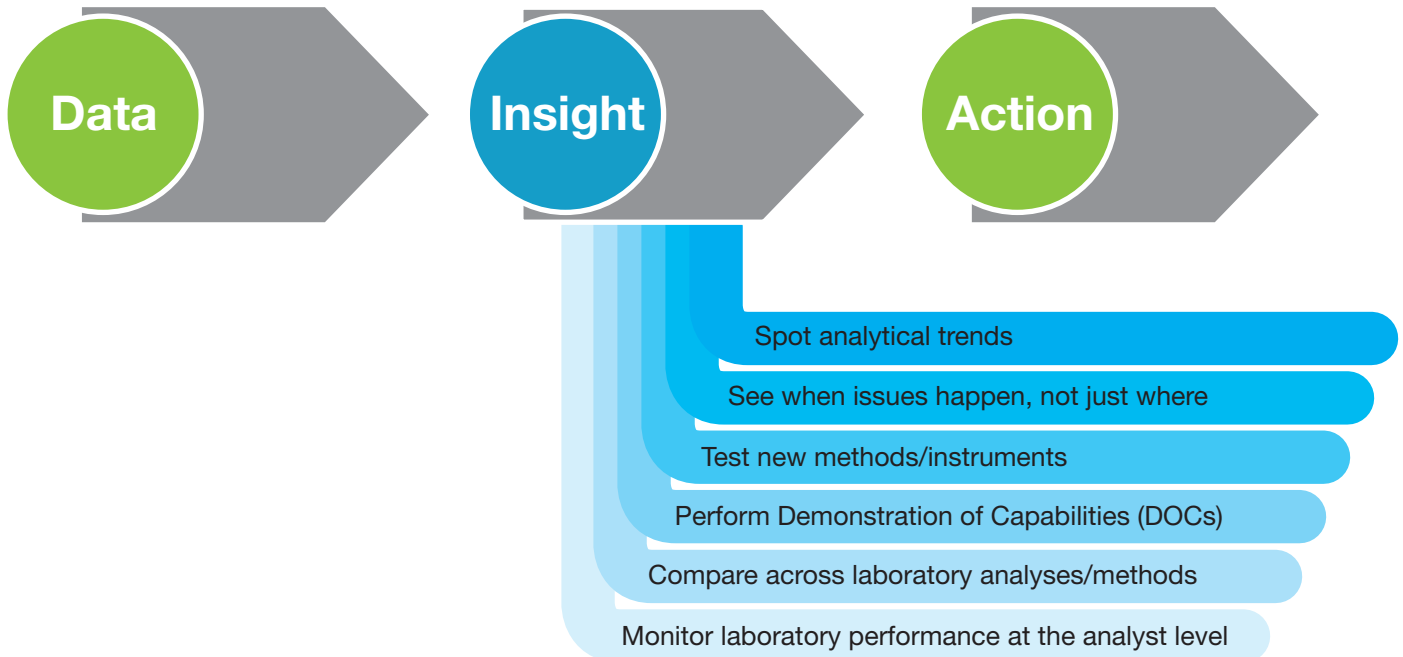
## PT Manage™

Phenova's leading companion software for data management of all Phenova Proficiency Testing Studies, from study enrollment to data analytics and reporting.

Endless data points generated from PT study results

Analyze your lab's and chemists' performance

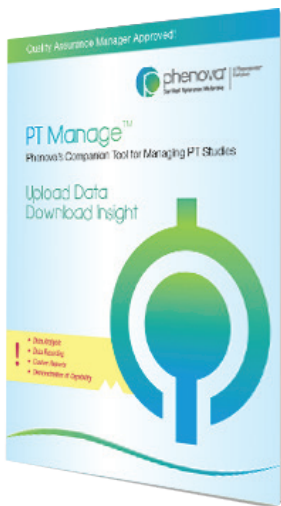
Take the appropriate corrective and preventative actions to improve your quality program



**PT Manage**  
*Analytics and Reporting*

# The Learning Curve is Simple

## PT Manage Resources



PT Manage  
 Brochure  
 Discover all of  
 the features



PT Analytics  
 Guide  
 Learn how to  
 mitigate risks to  
 your accreditation

## PT Manage Training Videos

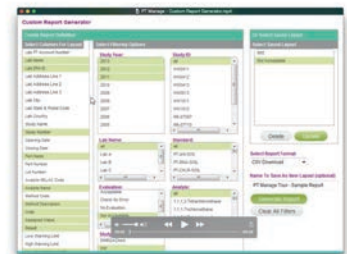
PT Manage - Overview



PT Manage - Data Entry



PT Manage - Custom Reports



Learn more and experience the training videos at: [www.phenova.com/PTManage](http://www.phenova.com/PTManage)

**Request a walk-through and we'll show you how easy it is to transition to PT Manage™**  
 call 1-866-942-2978 or email [info@phenomenex.com](mailto:info@phenomenex.com)

# Proficiency Testing (PT) Studies

Choosing a PT provider to help with your accreditations is a decision based on trust and experience. With our involvement with the industry and related committees, we hope to earn your trust with our experience.

## PT Studies Available

- Water Supply
- Water Pollution
- DMR-QA
- Soil/Hazardous Waste
- Air and Emissions
- Biosolids and Sludge
- Underground Storage Tanks\*

## Standards Available

- Proficiency Testing
- Quality Control
- Rapid Return<sup>TM\*\*</sup>

## Our PT Standards Support

- Safe Drinking Water Act
- Clean Water Act
- Resource Conservation & Recovery Act

\*Not available as a PT Study Standards. Only as Rapid Return and Quality Control Standards.

\*\*Rapid Return – A standard that can be used for corrective action or to apply for a new certification of a specific analyte.

**For product, enrollment and service information visit [www.phenova.com](http://www.phenova.com)  
call 1-866-942-2978 or email [info@phenomenex.com](mailto:info@phenomenex.com)**

# Popular PT Standard Sets

Send us your list of accreditation certificates and/or list of standards and one of our technical specialists will show you how much you can save with our popular PT standard sets.

## Water Supply Anion Set

Standards	PT Supplier X	Phenova Set Price
Nitrite	\$71	Part of Set
O-Phosphate Nutrients	\$60	Part of Set
Inorganics	\$95	Part of Set
<b>Total Value</b>	<b>\$225</b>	<b>\$68</b>

**You Save \$157**

## Available Sets

Water Supply	Water Pollution	Microbiology (WS)	DMR-QA
IDB	IDB	Presence/Absence Quant.	Nutrients
Minerals	Minerals		Mineral
Anions	Nutrients		Trace Metals
Trace Metals	Trace Metals		

*For more information on our sets and cost savings, request our catalog.*

# Whole Volume Microbiological Standards

## Open, Pour and Go!

Microbiological standards are delivered to your laboratory in a realistic format so you can skip the rehydration step as done with typical lyophilized standards.



### Better Assessment

- Mimics Your Everyday Samples

### Save Time

- Skip the Rehydration Step

### Reduce Errors

- Avoid Erroneous Dilutions and Mislabeling

### One-For-All

- Applies to Biosolids/Sludge, DMR-QA, Water Pollution, and Water Supply studies

Learn more at: [www.phenova.com/Product/MicroDetail](http://www.phenova.com/Product/MicroDetail)



# Phenova Certified Reference Materials (CRMs)

Calibration, internal, and surrogate standards for organic environmental GC analysis based on EPA methods. Manufactured with the same excellence of quality as our PT Standards.



Manufactured by Phenova and  
sold exclusively by Phenomenex.

## Compound Classes Available

- Volatiles
- Semi-Volatiles
- Pesticides/Herbicides
- Polychlorinated Biphenyls
- Fuels



For product information visit [www.phenomenex.com/standards](http://www.phenomenex.com/standards)  
Call 1-310-212-0555 or email [phenovaCRM@phenomenex.com](mailto:phenovaCRM@phenomenex.com)

# Our Stamp of Quality Approval

## ISO Guide 34:2009

General requirements for the competence of reference material producers.

- A2LA Cert No. 2427.02

## ISO/IEC 17025:2005

General requirements for the competence of testing and calibration laboratories.

- A2LA Cert No. 2427.03

## TNI EL-V3-2009

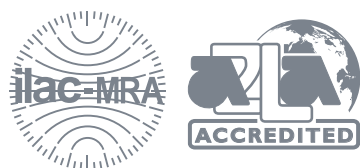
General requirement for environmental proficiency testing providers.

- A2LA Cert No. 2427.01

## ISO/IEC 17043:2010

Conformity assessment – General requirements for proficiency testing.

- A2LA Cert No. 2427.01



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#### Terms and Conditions

Subject to Phenova Standard Terms and Conditions, which may be viewed at [www.phenova.com/TermsAndConditions](http://www.phenova.com/TermsAndConditions)

#### Trademarks

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## Our Team is Here to Help and Listen

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**“In my years of owning and managing a full-service environmental laboratory, I learned the value of having a turnkey, “no-nonsense” vendor at my disposal. I have always recommended Phenova to my colleagues in the industry and will continue to do so, largely because of their philosophy of support in all aspects of the proficiency testing process. You will not find a more competent group of professionals.”**

-Mark A. Alessandroni,  
PE, CHMM



phenova®  
Certified Reference Materials

A Phenomenex®  
Company

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