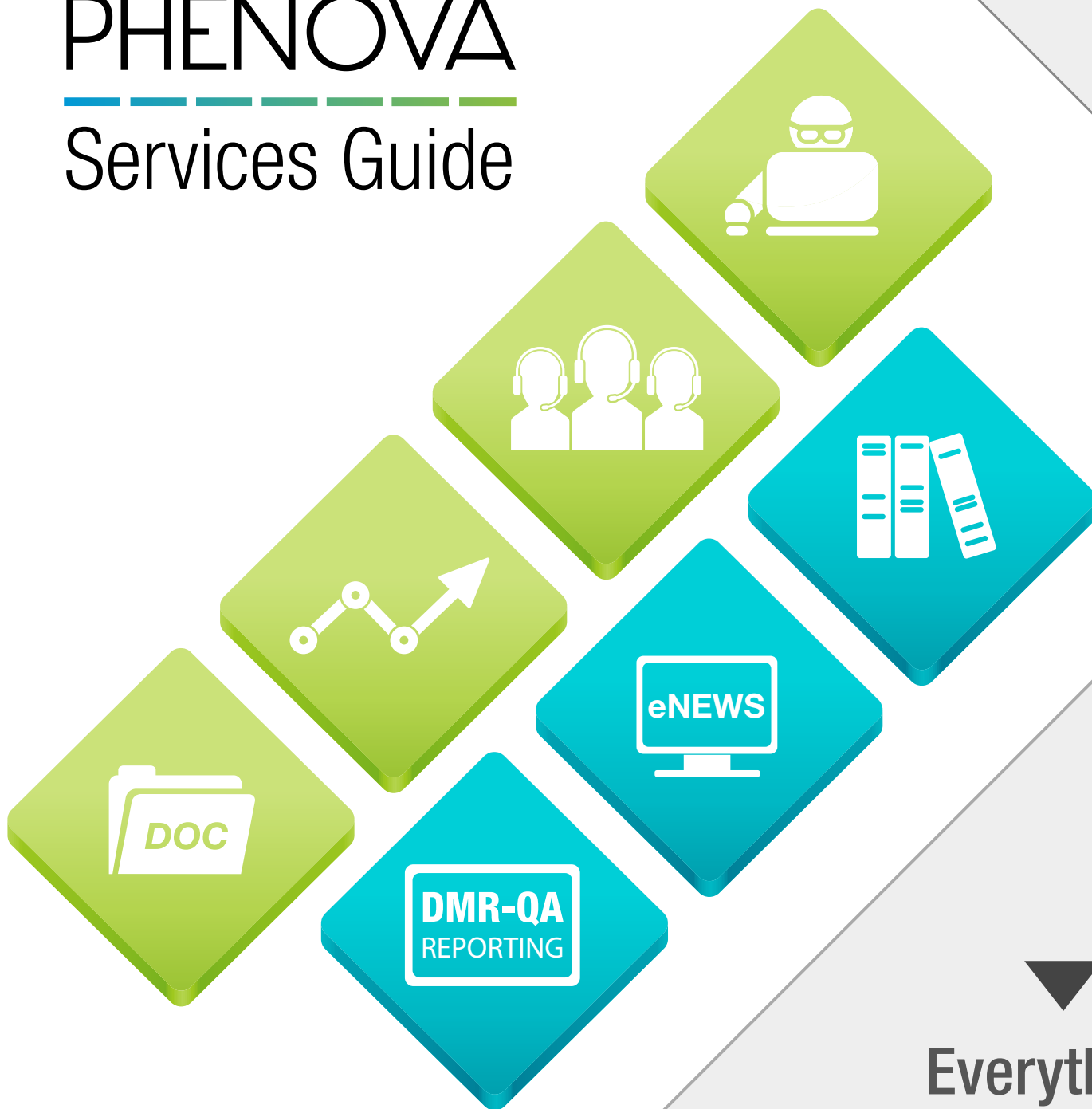


# PHENOVA

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## Services Guide



**Everything**  
that will help safeguard  
your accreditation & improve  
your quality management program

# PHENOVA<sup>®</sup> SERVICES REFERENCE GUIDE



## **Corrective Action Services**

Did something go wrong? Give us a call and we'll help get you back on track.

Page 4



## **PT Technical Library**

Download free guides and videos for troubleshooting, best practices and more.

Page 5



## **Best-in-Class Customer Service**

Accreditation Consulting • Technical Assistance • Reporting Assistance

Page 6



## **eNews**

Be the first to know. We work closely with environmental agencies, so we'll keep you up to date with any regulation or program changes.

Page 7



Analytics and  
Reporting with  
PT Manage

### **PT Analytics and Reporting with PT Manage™\***

Leading companion software for managing all Phenova PT Studies and gauging your laboratory's progress.

Pages 8-9



DMR-QA Instant  
Reporting

### **DMR-QA Instant Reporting**

Instantly generate EPA reports and electronically send to your DMR-QA stakeholders.

Page 10



Demonstration of  
Capabilities  
(DOC)

### **Demonstration of Capability (DOC)**

Pull your DOC report in minutes with PT Manage's DOC application.

Page 11

*"I have heard excellent things about Phenova from the previous Quality Assurance officer who trained me. I can see why they were so pleased with your company and the services you provide."*

- Byran Fuhrmann  
North Coast Laboratories

# CORRECTIVE ACTION SERVICES

With Phenova® ... A “Not Acceptable” is Not Acceptable!

We understand your accreditation is your license to business.

Not to worry. Get Phenova involved and together we'll...

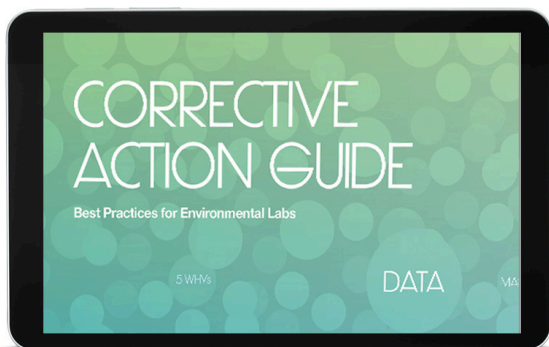
- Determine Your Root Cause
- Strategize Your Corrective Action Plan
- Verify Your Corrective Action Measures with Phenova QC Standards
- Enroll You in a Rapid Return™ or PT Study
- Keep Your Accreditation on Track



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!

## The Best Corrective Action Is One That Can Be Avoided

Implement a Corrective Action Practice in Your Laboratory's Quality Management System.



### Learn More About Corrective Action

Watch the Video

[www.phenova.com/correctiveaction](http://www.phenova.com/correctiveaction)



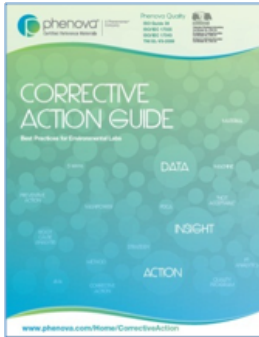
**For Corrective Action Support,  
Contact Phenova**

Email: [info@phenova.com](mailto:info@phenova.com)

Phone: 1-866-942-2978

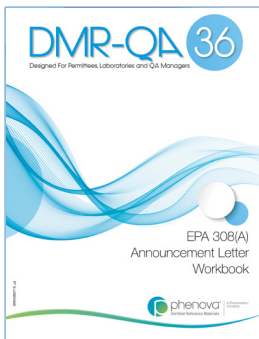
# PT TECHNICAL LIBRARY

Made Just for You!



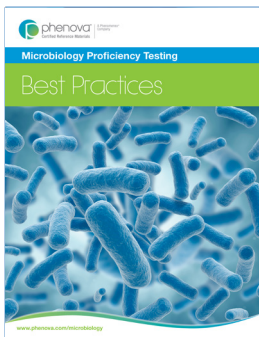
## Learn How To Incorporate Corrective Action Practices In Your Program

Download Our Corrective Action Guide  
[www.phenova.com/CorrectiveAction](http://www.phenova.com/CorrectiveAction)



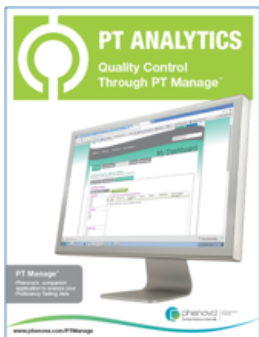
## Accelerate Your DMR-QA Preparation

Download Our DMR-QA Guide  
[www.phenova.com/DMRQA](http://www.phenova.com/DMRQA)



## Best Practices for Microbiology

Download Our Microbiological Guide  
[www.phenova.com/Microbiology](http://www.phenova.com/Microbiology)



## A Systemic Approach to Preventive Action

Download Our PT Analytics Guide  
[www.phenova.com/PTAnalytics](http://www.phenova.com/PTAnalytics)



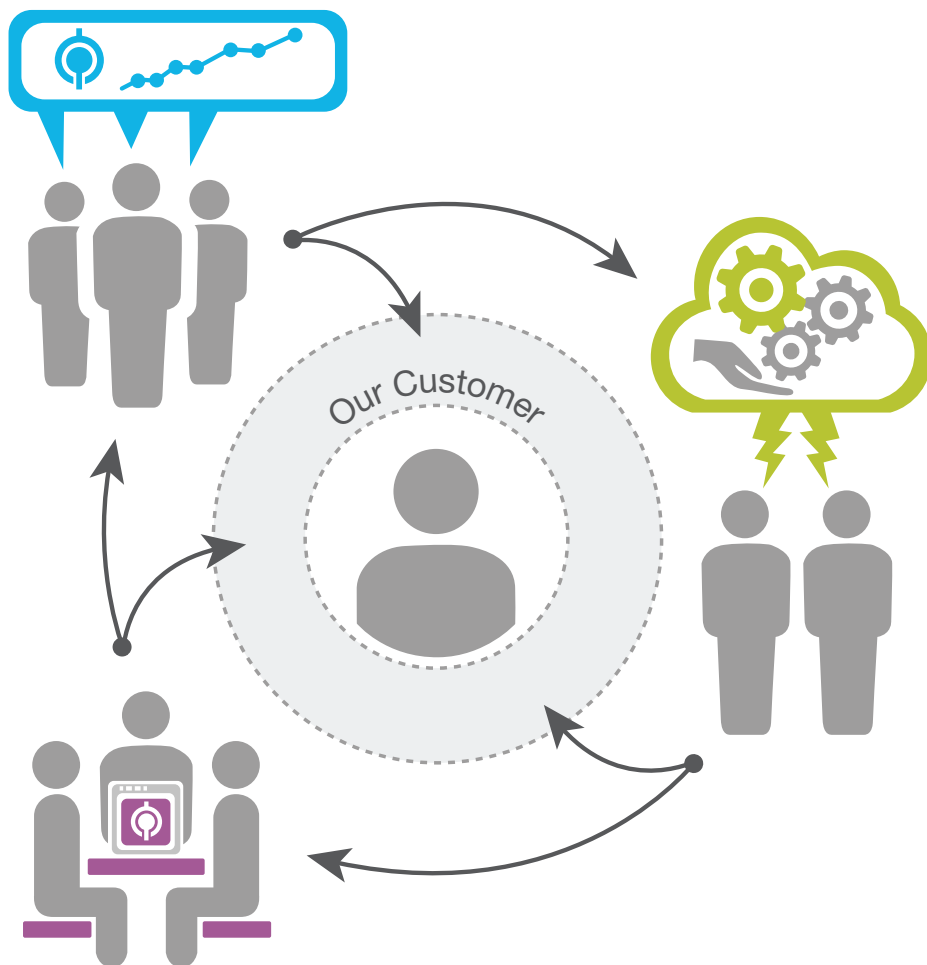
**For More Technical Resources**  
 Visit [www.phenova.com/PTLibrary](http://www.phenova.com/PTLibrary)

# CUSTOMER SERVICE

We Take This One Personally!

## Our Experts

With 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.



## Your Support Team

We are here to give you personalized support and aid you with anything that will help excel your proficiency testing experience.

## We Can Help

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

*“As a new QA officer this year, I had my first experience with PT studies; I found Phenova’s website very user-friendly. The customer and technical service people, when I had questions, were very quick, knowledgeable, and friendly.”*

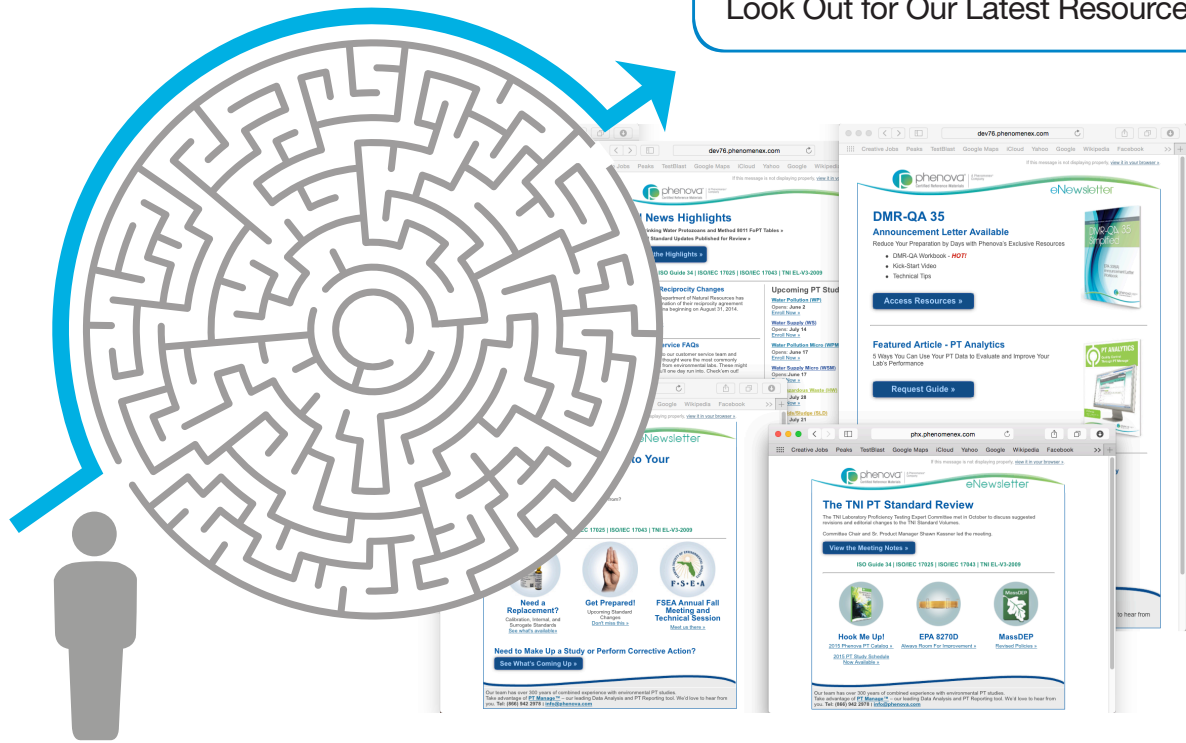
- Terry Hornsby  
TestAmerica Laboratories, Inc.- Tampa, FL

# eNEWSLETTER

Stay Ahead of the Industry Current!

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!

**i**  
**It's More Than News –**  
**Look Out for Our Latest Resources**



- PT Study Reminders
- Upcoming Conferences
- Regulation/Policy Changes
- New Product Announcements
- Technical Tips and Tricks
- State Agency Alerts
- EPA News
- TNI Updates
- New Technical Guides

See our latest eNewsletters at [www.phenova.com/Home/Newslisting](http://www.phenova.com/Home/Newslisting)

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

# PT ANALYTICS

## Key Performance Indicators of Your Laboratory's Progress

As the leading companion software for managing all Phenova PT Studies, use PT Manage to continuously monitor your laboratory for impending vulnerabilities and threats or review their performance to identify the root cause of quality non-conformances or a "Not-Acceptable".



### Historical Performance

Identify which PT samples have been the most challenging and review your laboratory records to see what variables may be a threat to your future PT performance.

### Trending Data

Evaluate suspicious data trends to preemptively troubleshoot before your next PT.

### Accreditation Tracking

Track your PT Evaluations and know when the next PT failure will put your accreditation at risk.

### Method Comparison

Compare your PT results between methods to identify if any could be potential problems.

### Analyst Performance

Correlate the history of your laboratory's PT progress with the performance of specific analysts.



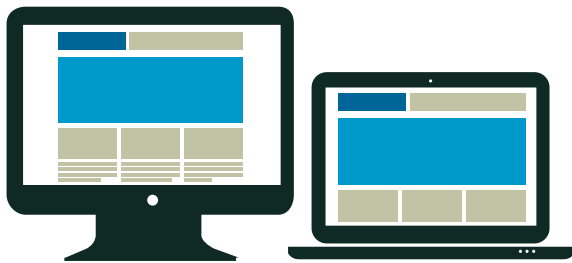


# SIMPLIFIED REPORTING

## Everyone Looks at Data Differently

With PT Manage™, review your laboratory's data the way you like with reports customized to fit your personal preference. Customized reports allow you to determine your laboratory's progress and the next course of action.

Its flexibility and accessibility gives all QA Managers and their labs the advantage of managing their studies from anywhere in the world, regardless if they don't have the convenience of an IT supported LIMS system.



**LIMS EDD Automatic Upload**



**Customized Data File**



**Enter Your Data Straight to the Source**

**Online Data Entry**

*"The PT Manage program is great - I can enter my data and review it and even go back and look at past PT studies at the same time."*

- Cathy Catusus

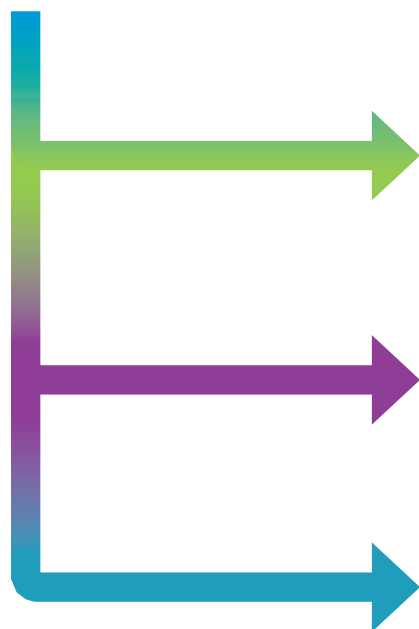
# DMR-QA INSTANT PERMITTEE REPORTING

Streamline and Simplify Your DMR-QA Reporting with PT Manage™

Take advantage of our multiple data upload platforms and electronically file your EPA formatted reports to all of your designated DMR-QA study stake holders in seconds!



**PT Manage**™  
Analytics & Reporting Software



Laboratory



State  
Coordinator



Permittee



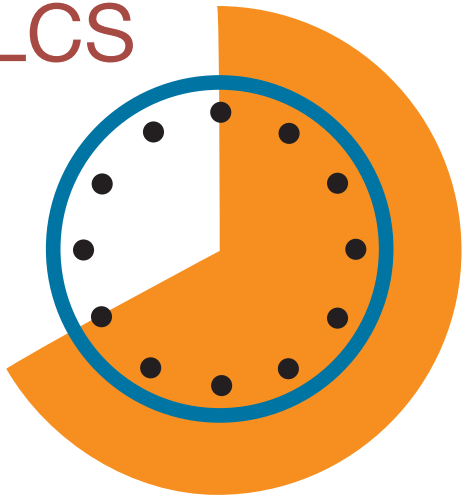
**PT Manage automatically generates DMR-QA reports and forms in the EPA format.**

# DEMONSTRATION OF CAPABILITY (DOC)

We'll Take the Focus from Frustration to Saving Time!

Pull your DOC reports in minutes with PT Manage's DOC application and save the time and burden of self-generating DOC reports with your laboratory's LCS data.

LCS



DOC



**i**

**For a demonstration on how to use PT Manage's DOC application, call Customer Service.**

Phone: 1-866-942-2978





phenova®  
Certified Reference Materials

A Phenomenex®  
Company

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f: 866-283-0269

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www.phenova.com

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