## **CONFIDENCE AND COMPLIANCE IN THE LABORATORY**

Certified Reference Materials (CRMs), with their ISO 17034 accreditation, provide laboratories with the highest accreditation level to create robust Quality Assurance (QA) programs. While labs may sometimes use internally verified standards such as reference materials (RMs) and quality controls (QCs) as part of their procedures, CRM accreditation offers metrological traceability and a statement of measurement uncertainty. This assures labs have the most thorough documentation and confidence in their work.

### **CALIBRATION** / VERIFICATION



# **CORRECTIVE ACTION**

Inconsistent laboratory results require error identification and remediation. Without CRMs, laboratory measurements cannot be benchmarked to certified values. CRMs allow laboratories to identify their source of error, free of internal bias, and implement corrective action.



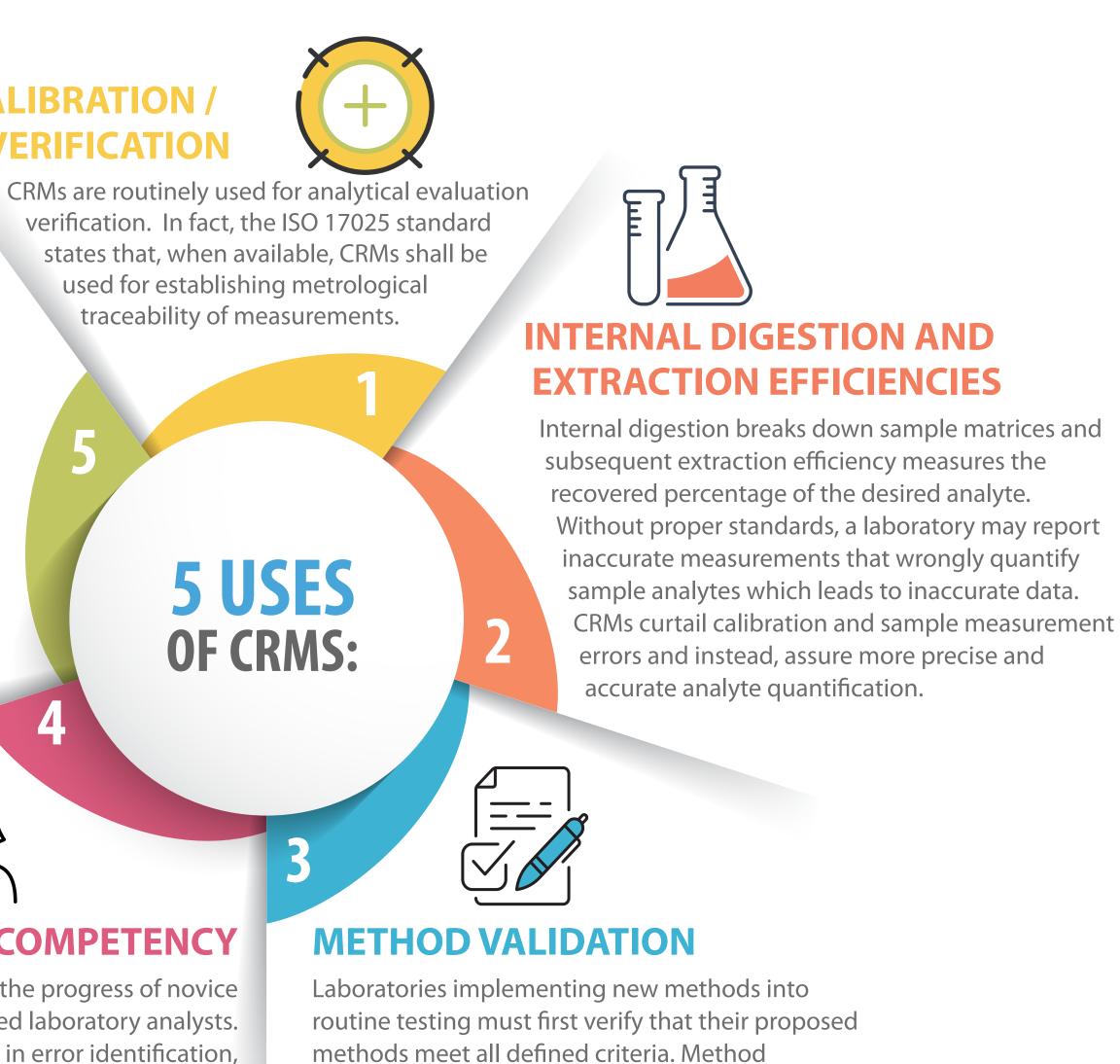
### **ANALYST COMPETENCY**

4

CRMs can check the progress of novice and seasoned laboratory analysts. They aid analysts in error identification, performance improvement, and progress in routine procedures.



To learn more and to implement your own CRM and QC program, contact ERA's customer service representatives at 1-800-372-0122 and era\_info@waters.com For more information on CRMs, check out www.eraqc.com/crm



validation is a multi-step process that benefits from CRMs to aid in accurate calibration, proper

sample verification and elimination of manufactured biases. CRMs help laboratories

correct their missteps and eliminate internal bias.

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