



# Disclaimer

- This presentation is based on my experiences and observations and does not reflect the views of my employer.
- The mention of any manufacturer is not an endorsement or representation of future performance.

# Introduction

- Canberra's introduction of ISOCS, an in situ gamma spectroscopy system.
- Product development delayed by faulty certificate for a gamma standard.
- How many of us are victims of faulty products/services?
- More importantly how can avoid these situations?

# New Products/New Issues Mid-1980s Indoor Radon

- Device- aquarium pump and alpha track
- Aquarium pump is not a scientific instrument
- Air flows should have been quantified.



**o  
r**



**?**

# New Products/New Issues Post Sept. 11- Homeland Security

- New technologies and products
- Expensive in terms of procurement and maintenance
- Requires advanced knowledge base, or significant commitment of staff time

# Quality Assurance/Control

- Probably the most important safeguard for both the vendor and purchaser.
- Case Study- Radon Working Level Meters (WLM) and the EPA Radon Proficiency Program

# Success Story

- Calibration of Survey Instruments by Manufacturer
- VDH has QC program before deploying instruments to the field after manufacturer's calibration
- Staff noticed operational checks not consistent with calibrated values
- Determined manufacturer's new employee was improperly trained in recording values with open/close probe.

# Out sourcing services- There goes the knowledge base!

- Dosimetry Services
- Ever have staff mention that their work may result in an exposure and the badge report indicates a higher exposure on the next report, but on another's badge?
- Suggest exposing spare badges to see if the dosimetry service reports it.

# Accreditation- NAVLAP

Accreditation suggests that a facility has demonstrated its capability to correctly perform a service, *if it chooses to.*

# Conclusion

- Implement a quality assurance program for service and goods procured
- Ensure procurements have adequate specifications
- Stay involved, particularly with new technologies