



**Summary of internal ALS Scandinavia AB investigation
related to the customer complain 2017-68**

After receiving Orkurannsoknir ehf inquiry on data for filter analyses (M10 package, ALS report L1700607), ALS Scandinavia AB has initiated Customer complain case (number 2017-68).

After thorough control of raw data, it was found that wrong (250 µl as opposed to defined by the method 50 µl, thus 5-fold higher) volume of filter digest was used for dilution of instrumental aliquot. Operator performing analyses and data evaluation have failed to detect this preparation error and this resulted in reporting 5 times too high concentrations (original report L1700607).

After recalculations of original instrumental data with correct dilution factors new report was issued to the customer.

All laboratory personnel involved in preparation and analysis of this sample type is informed on importance of following correct analytical procedures.

Luleå, 2017-04-06

Ilia Rodushkin Assoc. Prof.
Laboratory Manager, Luleå Laboratory
ALS Scandinavia



T +46920289900 **D** +46920289989
F +46920289940 **M** +46735924782
ilia.rodushkin@alsglobal.com
ALS Scandinavia AB
Aurorum 10, SE-97775
Luleå, Sweden

Right Solutions • Right Partner
www.alsglobal.com