



SAN ANTONIO
RIVER AUTHORITY

Leaders in Watershed Solutions

Non-Conformance Reporting System

October 21, 2015

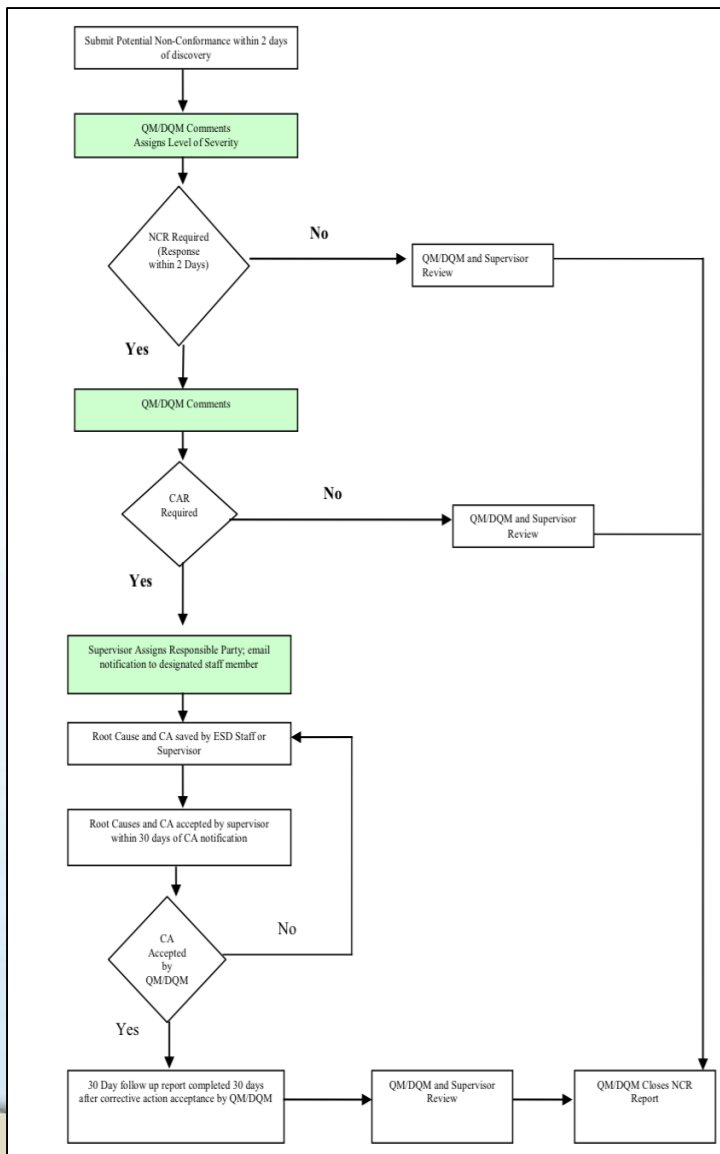
Non-Conformance Reporting (NCR)

- Non-Conformance
- Corrective Action- is the action taken to eliminate the causes of an existing nonconformity, effect, or other undesirable situation in order to prevent reoccurrence (TNI 2009)

Non-Conformance Reporting (NCR) System

- History
- Security
- Implementation

NCR System Flow Chart



Step 1: Create NCR Request

Reported By	Jeanette Hernandez ▼
Section Id	Field ▼
Samples Affected	Field
Date of Occurrence	Lab
Description	Storm Water & Investigations Data Management & Quality Assurance BCRAGD
Action Taken	
	<input type="button" value="Next"/>

Step 2: Parameters Affected

- ☐ NA
- ☐ Coliform, Total
- ☐ Standard Plate Count
- ☐ Alkalinity
- ☐ Coliform, Fecal
- ☐ Escherichia coli
- ☐ Streptococci, Fecal
- ☐ Biochemical Oxygen Demand (BOD)
- ☐ Carbonaceous Biochemical Oxygen Demand (CBOD)
- ☐ Organic Carbon, Total (TOC)
- ☐ Chemical Oxygen Demand (COD)
- ☐ Chlorine, Total Residual
- ☐ Specific Conductance
- ☐ Hardness, Total
- ☐ Inorganic Anions
- ☐ Ammonia (as N), {Non-Distilled}
- ☐ Ammonia (as N), {Distilled}
- ☐ Nitrogen, Total Kjeldahl (TKN) (as N)
- ☐ pH
- ☐ Phosphorus, Total
- ☐ Phosphorus, Dissolved
- ☐ Orthophosphate (as P), Dissolved
- ☐ Residue, Total (Aqueous)
- ☐ Residue, Nonfilterable (TSS)
- ☐ Residue, Filterable (TDS)
- ☐ Turbidity
- ☐ Solids, Total (solids)
- ☐ Bromide
- ☐ Chloride
- ☐ Fluoride
- ☐ Nitrate (as N)
- ☐ Nitrite (as N)
- ☐ Sulfate

Step 3: Projects Affected

- ☐ NA
- ☐ CRP
- ☐ SARA_SM
- ☐ WPP
- ☐ SAR_LOOP
- ☐ TXDOT_STORM
- ☐ Contract Utilities
- ☐ SARA Utilities
- ☐ Public Drinking Water
- ☐ IPSW
- ☐ Proficiency Test
- ☐ BTDO
- ☐ Data Integrity
- ☐ City of San Antonio
- ☐ APAL
- ☐ Customer Complaint
- ☐ EAA
- ☐ Euclid Storm
- ☐ USAR_WPP1
- ☐ Martinez_Nutrient
- ☐ SARA_SM_ZUV
- ☐ COSA_ML
- ☐ COSA_BMP
- ☐ GUENTHER_STORM
- ☐ Leon_UAA
- ☐ NPS
- ☐ SARA_SM_BSI

Next

Non-Conformance Report Detail

Report ID: 3123

CSD Section: Lab [edit](#) Parameter(s): Alkalinity,
Organic Carbon, Total (TOC),
Specific Conductance,
Hardness, Total,
pH,
Residue, Filterable (FDS),
Turbidity,
Solids, Total (Solids),
Bromide,
Chloride,
Fluoride,
Nitrate (as N),
Nitrite (as N),
Sulfate,
Metals Metals Metals
[edit](#)

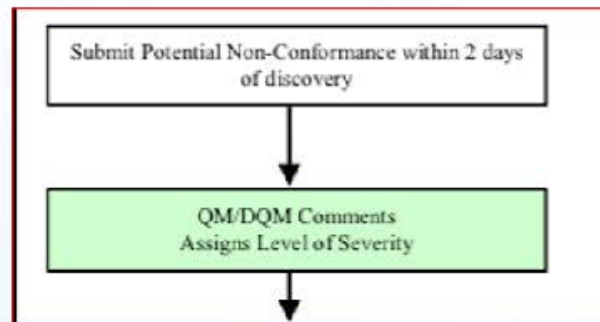
Reporter: Gregory Maleo Sample(s) Affected: AA94069, AA94094, AA94113,
AA94114, AA94115, AA94118,
AA94263, AA94264, AA94265,
AA94266, AA94267, AA94285, AA94452
[edit](#)

Date of Occurance: June 1, 2015 Project(s) Affected: Proficiency Test
[edit](#)

Date Submitted: June 1, 2015 Severity Level: Results not being reported
[Submit](#)

Description: The results for the drinking water WS102 PT study were not submitted by the closing date of 5/28/15. Since all the PT samples were completed by 5/15/15, I printed out and intended to report all the PT samples listed at the same time:

NPW chemistry WP216 for the lab, NPW micro MP150 for the lab,
NPW chemistry DMRQAM3 (for Sala, Upper N. and Mart. II)
NPW micro for DMRQAM3 (for Sala, Upper N. and Mart. II)
and DW chemistry WS102 for the lab.



Description:

The results for the drinking water WS102 PT study were not submitted by the closing date of 5/28/15. Since all the PT samples were completed by 5/15/15, I printed out and intended to report all the PT samples listed at the same time:

NPW chemistry WP216 for the lab, NPW micro MP150 for the lab,
NPW chemistry DMRQA35D (for Sala., Upper M. and Mart. II)
NPW micro for DMRQAM3 (for Sala., Upper M. and Mart. II)
and DW chemistry WS102 for the lab.

But, inadvertently discarded the WS102 final PT report thinking it was reported and as a result, the drinking water data were not reported.

[edit](#)

Action Taken:

The TCFQ was informed of the situation and data could not be submitted post closing date. PT express samples were ordered for the metals and TOC. The remaining analyses will be not reported and therefore

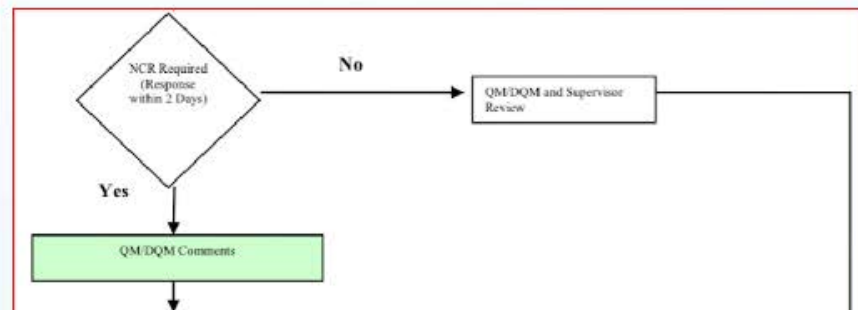
Non-Conformance Report [Undo](#)
Required:

Non-Conformance Report

Gregory Mateo ▼ [Submit](#)

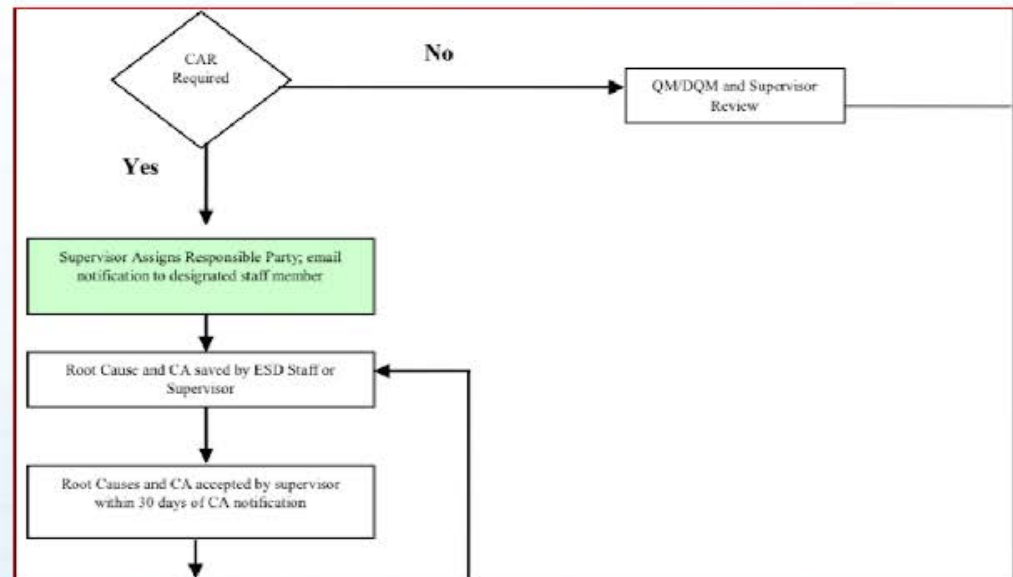
Quality Manager/Deputy Quality Manager Comments

Date	Submitter	Comments
June 9, 2015	Jeanette Hernandez	Per GMM, Action Taken continued: ...Not Acceptable. But, will be analyzed the next go around as we are still in compliance by passing the last 2 of 3 PTs. The department and the lab staff were informed of the situation.



Corrective Action Report

Date	Submitter	Comments	Accepted
June 11, 2015	Gregory Mateo	<p>Root Cause Investigation</p> <p>The results for the drinking water WS102 PT study were not submitted by the closing date of 5/23/15. Since all the PT samples were completed by 5/15/15, I printed out and intended to report all the PT samples listed at the same time.</p> <p>NFW chemistry WP215 for the lab, NFW micro MP150 for the lab, NFW chemistry DMRQA35D (for Sala, Upper M. and Mart. II) NFW micro for DMRQAM3 (for Sala, Upper M. and Mart. II) and DW chemistry WS102 for the lab.</p> <p>But, inadvertently I discarded the WS102 final PT report thinking it was reported and as a result, the drinking water data were not reported. Having reported the multiple reports, correcting the errors, setting a reminder too early in the morning/day, and discarding the report, I overlooked the final DW report and did not report the results.</p>	<p>Accepted By: David Hernandez June 16, 2015</p>
June 11, 2015	Gregory Mateo	<p>Corrective Action to Address a Finding</p> <p>I apologized to the lab supervisor and each lab staff personally for not meeting the deadline. I expressed that I recognize how hard they work to organize and schedule the PTs on top of their normal workload, as I have also been in that same situation at the bench. This was also discussed at a recent staff meeting.</p> <p>As for the parameters, we are currently trying to salvage some parameters of the study by purchasing PT Express samples. We purchased TOC and all the metals, except for sodium, potassium, calcium, magnesium and uranium (since they were not NELAC FOAs). The others are currently still passing the most recent 2 of the last 3 PT requirement. Results are still pending and will be reported to NSI by July 15, 2015.</p>	<p>Accepted By: David Hernandez June 16, 2015</p>
June 11, 2015	Gregory Mateo	<p>Corrective Action to Prevent a Re-occurrence</p> <p>During my discussions with the lab supervisor and each lab staff, I was open to suggestions to prevent this from happening again for future studies. I will either block out the entire day with reminders, maybe even several days ahead of time and possibly designate another person to verify results have been uploaded into PI website.</p>	<p>Accepted By: David Hernandez June 16, 2015</p>



The corrective actions have been accepted by Jeanette Hernandez on June 19, 2015.

30 Day Follow-up Report

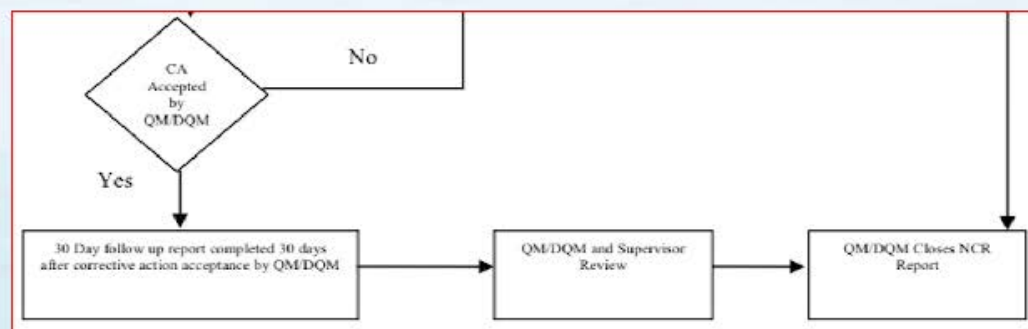
Date	Submitter	Comments
July 22, 2015	Jeanette Hernandez	Select parameters were salvaged with a PT Express, with exception of Molybdenum, see NCR 3160. A copy of the results were received and filed. Information is still being used for OGP purposes, documented on OGP forms. Oversight has been addressed. Supervisor will block off time, daily when compiling data for the report. Additional time will be set aside when submitting for approval. Additional parties will be notified to serve as reminders to ensure task is completed in a timely manner.

Reviews and Sign-offs

QM Accepted on August 19, 2015 by Patricia Carvajal

Supervisor Accepted on August 19, 2015 by David Hernandez

This report was closed by Patricia Carvajal on August 19, 2015.



QM Response Pending
Corrective Action Pending
30 Day Follow Up Pending
Review and Closure Pending

Results not affected
Samples re-analyzed
Results being reported with qualifier(s)
Results not being reported
Results corrected

<div> <div>Filter by Status: Show All</div> <div>Filter by Section: Show All</div> <div>Filter by Severity: Show All</div> <div>Filter by Parameter: Show All</div> <div>Filter by Reporter: Show All</div> <div>Filter by Assigned To: Show All</div> <div>Search Clear</div> <div> NCR Log View Log Closed Reports New Non Conformance Report </div> </div>											
Report ID	Description	Date of Occurrence	Section	Project(s) Affected	Parameter(s)	Level of Severity	Status	Action Accepted	Reporter	Assigned To	QM Supervisor
3321	Sample AA97687 was not checked for chlorine during the E. coli MPN analysis. Analyst thought it was one of the utility samples that didn't need to be checked for chlorine.	10/14/2015	Lab	SARA Utilities	Escherichia coli	Results being reported with qualifier(s)	Corrective Action Pending	No	Patricia Larsen	No one assigned	
3320	AA97647- and AA97649-A were scratched when analyst was notified that the 30 hour hold time had been exceeded. Samples were to be incubated by 1610 on 10/13/15. Samples were incubated at 1644 on 10/13/15.	10/13/2015	Lab	Contract Utilities	Coliform, Total Escherichia coli	Results not being reported	Corrective Action Pending	No	Raquel Cuellar	No one assigned	
3319	Samples AA97683-B, AA97684-B, AA97729-B, and AA97730-B tested positive for chlorine during MPN analysis. PAL notified the Lab Manager and continued with analysis.	10/14/2015	Lab	NA	Escherichia coli	Results being reported with qualifier(s)	Review and Closure Pending	No	Hillary Halderman	No one assigned	
3318	Sample AA97662-A was positive for chlorine during MPN analysis.	10/13/2015	Lab	NA	Escherichia coli	Results being reported with qualifier(s)	Review and Closure Pending	No	Patricia Larsen	No one assigned	

Electronic NCR System

Benefits

- Paperless
- Automatic
- Tracking
- Custom
- Management
- Inclusive
- Consistency
- Transparency

Issues

- Maintenance
- Updates

Jeanette Hernandez
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210-302-3283