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Autore	Hibbert D. B (D. Brynn), <1951->
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Sommario/riassunto	The customer of the analytical services relies on the quality assurance and quality control procedures adopted by the laboratory. It is the totality of the QA effort that gives the customer confidence in the result. QA in the Analytical Chemistry Laboratory takes the reader through all aspects of QA, from the statistical basics and quality control tools to becoming accredited to international standards. Concepts such as measurement uncertainty and metrological traceability are explained

for a working chemist or her client. How to design experiments to optimise an analytical process is included, together with the necessary statistics to analyse the results. All numerical manipulation and examples are given as Microsoft Excel spreadsheets. Different kinds of interlaboratory studies are explained, and how a laboratory is judged in proficiency testing schemes is described.