

# **Eastex Environmental Laboratory, Inc.**

## **Statement of Qualifications**

# General Statement of Services

**Eastex Environmental Laboratory, Inc.** was established in October, 1986 as a Water and Wastewater analytical laboratory.

The founding premise of Eastex Environmental Laboratory, Inc. was to provide superior quality analyses of engineering firms, municipalities, school districts, governmental agencies and industrial facilities. Providing consistent, dependable, and timely analyses has made Eastex Environmental Laboratory, Inc. the reliable leader in East Texas for all types of analytical testing.

Amassing a team of trained and experienced professionals has enabled Eastex Environmental Laboratory, Inc. to provide the very best in analytical testing for our clients. Our professional staff includes individuals with degrees in biology, chemistry, toxicology, geology, agriculture, microbiology, and environmental science.

To support this team of competent professionals, state-of-the-art automated instruments including spectrophotometer and atomic absorption units enable Eastex Environmental Laboratory, Inc. to provide a rapid turn-around for our client's organic and mental analysis requirements.

In addition to performing a wide variety of testing procedures that require extreme competence and accuracy, Eastex's professional staff maintains memberships and participates in a variety of professional and technical organizations to stay abreast of the latest changes in water testing technology and methods.

From our original location in Coldspring, Texas, which serves our customers in the greater East and Southeast Texas region, Eastex Environmental, Inc. has established laboratory facilities in Nacogdoches, Texas to better serve our clients in Northeast Texas.

With an increased service region and additional facilities, Eastex Environmental has also expanded its range of services to a varied client base. Added to our specialty of compliance monitoring for domestic and industrial wastewater treatment facilities, we have expanded our services to include most environmental monitoring and evaluation analyses.

Eastex Environmental's experience and expertise in many areas of environmental analysis has enabled us to provide valuable information to our clients in both advisory and analytical capacity.

The laboratory's expanded analytical capabilities include the ability to analyze a variety of matrices such as water, wastewater, sediments, soils, and sludge.

Eastex Environmental, Inc. is dedicated to providing quality services that assist and enable our clients in meeting all applicable Federal, State, and local regulatory requirements.

Adhering to quality assurance programs such as these are exceedingly important to fulfill both Federal and State requirements for approved testing procedures and to assure the accuracy of water quality data.

Adhering to strict testing procedures and precise reporting standards in addition to maintaining scheduled equipment maintenance and calibration insure highly accurate and reliable results. Strict confidentiality and accuracy in reporting methods of laboratory results are an integral part of Eastex Environmental, Inc.'s superior service to its clients.

## Quality Assurance/Quality Control Statement

**Eastex Environmental Laboratory's** strong commitment to providing reliable and valid data is exemplified by the QA/QC programs that have been established. The quality control programs set forth by the laboratory include participation in internal and external performance and monitor the proficiency of the analyst and the laboratory and to ensure the integrity of all data. The criteria for each type of assessment is outlined in the following sections.



# Internal Performance Evaluations

The objective of an internal performance evaluation is to assess the accuracy and reliability of all analytical data. This is accomplished through the laboratory's QA/QC Coordinator and consists of an ongoing review of the quality assurance and quality control practices exercised by the analysts.

The QA/QC Coordinator is responsible for monitoring the compliance and performance of each analyst in regards to all aspects of data output.

The analysts are continually evaluated on their ability to follow standard operating procedures, incorporation of quality control samples and analytical technique.

Training is an integral part of the quality control program and each analyst must prove to be competent before being allowed to perform an analysis without direct supervision. In addition to the laboratory's in-house training program, employees are encouraged to attend outside training courses, seminars, and professional organizational meetings. Educational courses are also considered of great value and **Eastex Environmental** is dedicated to assisting employees in furthering their education.

In order to provide quality data, the methodologies utilized within the laboratory are those approved by the regulatory agencies, such as the EPA and Texas Commission on Environmental Quality.

In accordance with EPA guidelines, all analyses are to include the appropriate blanks, calibration and check standards, replicate samples and matrix spikes. These quality control samples are analyzed on a ten percent basis or a minimum of one per run, whichever is greater. Blind check samples are also an integral part of the quality control program. These samples are analyzed periodically from a commercially prepared standards or as a part of a proficiency test.

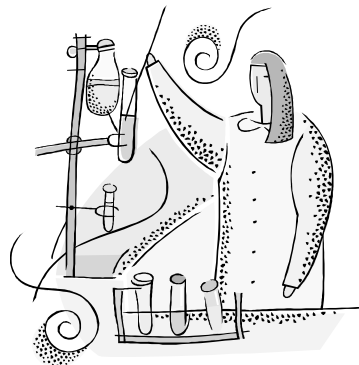


Documentation of compliance and performance for blind sample analyses are kept by the QA/QC Coordinator. A laboratory supervisor checks for calculation errors, transportation of data and appropriate quality control samples with each analytical batch.

In addition to reviewing the data, the QA/QC Coordinator monitors and upgrades control charts for each parameter. These quality control charts are monitored for variations in precision and accuracy, noticeable trends, and the presence of background contamination or matrix inferences. The control charts are computerized and available at all times for preview.

Each phrase of the internal evaluation program is designated for the detection of out-of-control event may be discovered by the analyst at the bench, by the QA/QC Coordinator upon presentation of the results, or during the completion of quality control charts.

The course of action for correcting out-of-control events consists of stopping all analyses for that parameter until the cause can be determined and then rectified. In the event that the situation cannot be remedied, then a Narrative Log is used for describing the problem, and any efforts made to alleviate the situation and recommendations by the Lab Management.



# External Performance Evaluations

The external quality control programs are an invaluable tool in identifying measurement problems and improving the laboratory's future performance.

The external performance evaluations include participation in the following programs: EPA WP Studies and EPA WS Studies. These programs are administered by A2LA accredited providers which submit blind quality control samples to the laboratory. These samples are prepared and analyzed for the specified parameters with all results being directly reported to the provider. After the provider has evaluated the laboratory's performance, a final report is issued to the Laboratory and the state.

In addition to the external performance audits performed by the laboratory's QA/QC division, quality assurance inspections are performed routinely by the EPA and Texas Commission on Environmental Quality. These inspections consist of a technically competent auditor reviewing the analytical and quality control procedures employed by the laboratory in relation to the regulations established by the EPA or TCEQ.

The examinations offer an opportunity to detect weaknesses or vulnerabilities in laboratory operations, which may not be readily apparent to the Laboratory Director or QA/QC Coordinator. Recommendations on how these deficiencies can be corrected are then made to the auditor.

# Key Personnel

All personnel performing tasks and functions related to data quality have the required education, training and experience. To provide insight into the organization of the lab and its operation, the major duties and responsibilities of the key personnel are outlined on the following pages.

## Personnel

Name:Pam P. Hickman

Title: President

Eastex Environmental Laboratory, Inc.

Professional Experience: 30 years

EEL Experience: 22 years

Educational Background:

B.S. Biology/Chemistry

Sam Houston State University

Huntsville, Texas

Professional Affiliations:

Association of Water Board Directors

Texas Water Utilities Associations

American Water Works Association

Name:James O. Johnson

Title: Laboratory Director

Professional Experience: 23 years

EEL Experience: 23 years

Educational Background:

B.S. Environmental Science

Sam Houston State University

Huntsville, Texas

Additional Training:

Texas Engineering Extension Service

Water and Wastewater courses

Professional Affiliations:

Association of Water Board Directors

Texas Water Utilities Association

Name: Mark Bourgeois

Title: Wet Lab Technical Director

Professional Experience: 21 years Laboratory Management

EEL Experience: 6 years

Educational Background:

Environmental Science Undergraduate

Sam Houston State University

Huntsville, Texas

Texas A&M University - Texas Engineering Extension

Services

USACE Environmental Engineering

Professional Affiliations:

USACE Environmental Engineering

Texas Notary Public

Name: Billy L. Grace

Title: Maintenance / Equipment Supplies

Professional Experience: 43 years

EEL Experience: 22 years

Educational Background:

B.S. Environmental Science/Chemistry

Sam Houston State University

Huntsville, Texas

Grade C Lab Technician

Registered Sanitarian #1776

Additional Training:

Texas Engineering Extension Service

EPA seminars

Texas Department of Health Seminars

Professional Affiliations:

Texas Water Utilities Association

American Water Works Association

Texas Water Pollution Control Federation

Texas Registered Professional Sanitarians

Association of Water Board Directors

Designated Representative, OSSF

Name: Rockne Sewell

Title: Marketing / Special Projects

EEL Experience: 15 years

Educational Background:

B.S. Agriculture/Agriculture Education

Sam Houston State University

Huntsville, Texas

Grade D Water

Grade D Wastewater

Level D Lab Technician

Additional Training:

Texas Engineering Extension Service courses

Hach Technical Training Center

Soil, plant tissue, and sap analysis courses

OSHA Safety Training Course

Licensed EMT and Houston Firefighter

Professional Affiliations:

Texas Water Utilities Association

Association of Water Board Directors

Name: Daniel Bowen

Title: QA Officer / Total Lab Manager

EEL Experience: 9 years

Educational Background:

B.S. Chemistry/ Science Education

Sam Houston State University

Huntsville, Texas

Grade D Water and Wastewater

Additional Training:

Bacteriological Examination of Drinking Water Course

EPA seminars

TNRCC seminars

Name:Dale T. Landrum

Title: Safety Officer / Marketing / Special Projects

EEL Experience: 9 years

Educational Background:

1994 Associate of Applied Science in Occupational Safety and Health  
Texas State Technical College  
Waco, Texas  
Pipefitter's Apprentice School  
Houston, Texas  
U.S. EPA Quality Assurance courses and courses  
HAZMAT Training  
OSHA 501 certification  
Advanced First Aid Training  
See Human Resources for other miscellaneous training  
completed

Name:Kathy M. Pifer

Title: Inorganic Lab Technical Director

EEL Experience: 14 years

Educational Background:

TEEX Courses - 147 hrs in water  
- 148 in wastewater  
Grade C Wastewater  
Grade C Laboratory License  
Grade D Water

Eastex Environmental Laboratory, Inc.

Employee: Chris E. Wirzberg  
Position: Head Lab Technician  
Background: Water/Wastewater Lab Courses, T.E.E.X.  
Experience: 16 years  
Certification: Level D Lab Analyst

Employee: Wendy G. Kelley  
Position: Marketing Assistant / Field Representative  
Background: Certified Lab Analyst, Water/Wastewater Courses  
Experience: 13 Years  
Certification: Level D Lab Analyst

Employee: Emily M. Tyson  
Position: Laboratory Technician / Field Technician  
Background: Laboratory Technician Classes  
Experience: 13 Years  
Certification: Level D Lab Analyst and Drinking Water Analysis

Employee: David R. Bates  
Position: Laboratory technician / Field Technician  
Background: Water/Wastewater Courses, T.E.E.X.  
Experience: 12 years

Employee: Kay Cunningham  
Position: Sample Custodian  
Experience: 8 years

Employee: Deborah Burkhalter  
Position: Laboratory Technician  
Background: Wastewater Courses, T.E.E.X.  
Experience: 6 years

Employee: Becky Doucet  
Position: Laboratory Technician  
Experience: 3 year

Employee: Steven Pifer  
Position: Laboratory Technician  
Experience: 6 years

Employee: Leslie Hudson  
Position: Laboratory Technician  
Experience: 2 year

Eastex Environmental Laboratory, Inc.

Employee: LaDonna Faircloth  
Position: Laboratory Technician / Field Technician  
Background: Wastewater Courses, T.E.E.X.  
Experience: 3 year

Employee: Michele Jenkins  
Position: Laboratory Technician  
Background: Wildlife & Fisheries Aquaculture  
Experience: 2 year

Other Employees in Support/Clerical Positions:

Employee: Helen Phillips  
Position: Accountant  
Experience: 22 years

Employee: Susan J. Daniels  
Position: Office Manager  
Experience: 19 years

Employee: Anderia M. Freed  
Position: Secretary  
Experience: 21 years

Employee: Sheena Cranford  
Position: Data Entry  
Experience: 2 year

Employee: Madison Estes  
Position: Clerical  
Experience: 1 year