

Flowchart for the Handling of Appeals Regarding Proficiency Testing Results (National Institute of Metrology (Thailand))



Participants

1

- Participants must submit an appeal within 15 working days after receiving the decision/result.
- Appeals can be submitted in writing (email, written letter and NIMT website form)



PT coordinator

2

PT coordinator receives and records the appeal in Appeal Log and forwards it to the Independent Review Panel/ Quality Manager. PT provider will initiate an investigation to confirm that the appeal is valid and falls within the scope of PT activities by a person with no direct involvement in the process under investigation.

15 working days



Independent Review Panel/
Quality Manager

3

Independent Review Panel/ Quality Manager acknowledges receipt the appeal and to offer a solution, or to describe the intended course of action to the appellant. However, in some cases, a longer investigation might be required. The appellant will receive the updated appeal status by email or telephone.



PT provider

4

The PT provider performs the necessary actions according to the investigation and the result of justification of the Quality Manager.

30 working days



Independent Review Panel/
Quality Manager
and PT provider

5

Independent Review Panel/ Quality Manager reviews and approves the outcome and completes the handling of the appeal and the PT provider the progress reports and the approved outcome of the appeal handling shall be provided and communicated to the appellant.



Scan the QR Code
to Submit an Appeal