



## Poor Performance

- Poor performance is currently defined by the presence of a **critical error** (defined as making a difference to the management of the patient). The majority of critical error will result from giving incorrect or positively misleading information in the report. Absence of interpretation is considered a critical error.
- Any critical error scores 0 in the appropriate category (i.e. clerical, genotyping, interpretation). Occasionally accumulation of non-critical errors will lead to a misleading and incorrect report i.e. a critical error. If the accumulation of penalties gives a zero score but there is no critical error then the report automatically scores 0.5.
- Non submission of results will incur a poor performance unless the laboratory has notified the Scheme Office of its withdrawal prior to the start of the EQA.
- All poor performance is ratified by the full assessment panel prior release of the ILR.
- Laboratories may appeal any poor performance. Appeals will be reviewed by the S.C.