



**2014 Seal of Excellence**

# Customer Survey Averages

- *How do you rate the data quality? (3.7)*
- *How do you rate the laboratory's customer service? (3.8)*
- *How do you rate the technical expertise of the laboratory and its staff? (3.8)*
- *How do you rate the value received? (3.7)*

# Overall Averages

- Average Satisfaction: (3.7 out of 4)
- Average Number of Surveys per Participant: (28)
- How do you rate the timeliness on your report? (3.5 out of 4)
- As compared to the timeliness of all other laboratories? (3.6 out of 4)

# Participants at a Glance

- Total number 18 participants
- Customer Satisfaction - > 3 out 4
- Overall Timeliness - > 3 out of 4
- Signed Ethics Statement
- Signed Data Integrity Statement

# Participant List

- Accutest Laboratories, Inc., Dayton, NJ
- ACZ Laboratories, Inc., Steamboat Springs, CO
- Advance Testing Company, Inc., Campbell Hall, NY
- American Analytical Laboratories, Inc. Akron, OH
- Ana-Lab Corp., Kilgore, TX
- Atlantic Testing Laboratories, Limited, Clifton Park, NY
- Continental Analytical Services, Inc., Salina, KS
- Foreign Trade Service Corp, Newark, NJ
- Geoscience Engineering & Testing Inc., Houston, TX

*Presented in Alphabetical Order*

# Participant List

- Gibraltar Laboratories, Inc., Fairfield, NJ
- M.J. Reider Associates, Inc., Reading, PA
- Microbac Laboratories, Marietta, OH
- NSF International Inc., Ann Arbor, MI
- Particle Technology Labs, Downers Grove, IL
- RTI Laboratories, Inc., Livonia, MI
- Suburban Laboratories, Inc., Hillside, IL
- Washington Laboratories, Ltd, Gaithersburg, MD
- Weck Laboratories, Inc., City of Industry, CA

*Presented in Alphabetical Order*

# Timeliness Top Fifth

- American Analytical Laboratories, Akron, OH
- Geoscience Engineering & Testing Inc., Houston, TX
- Gibraltar Laboratories, Inc., Fairfield, NJ
- Washington Laboratories, Ltd., Gaithersburg, MD

*Presented in Alphabetical Order*

# Overall Customer Satisfaction Top Fifth

- American Analytical Laboratories, Akron, OH
- Continental Analytical Services, Inc., Salina, KS
- Geoscience Engineering & Testing Inc., Houston, TX
- Gibraltar Laboratories, Inc., Fairfield, NJ

*Presented in Alphabetical Order*