



2010 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:* (3.8 out of 4)
- *Average Number of Surveys per Participant:* (22)
- *How do you rate the timeliness on your report?* (3.6 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
- Maintains Accreditation

# Participant List

- Accutest Laboratories, Inc., Dayton, NJ
- Ana-Lab Corp., Kilgore, TX
- Atlantic Testing Laboratories, Limited, Clifton Park, NY
- Certified Laboratories of California, Inc., Buena Park, CA
- Certified Laboratories of Northern California, Merced, CA
- Certified Laboratories, Inc., Plainview, NY
- Continental Analytical Services, Inc., Salina, KS
- Edward S. Babcock & Sons Inc., Riverside, CA
- ETS Laboratories, St. Helena, CA

*Presented in Alphabetical Order*

# Participant List

- Gibraltar Laboratories, Inc., Fairfield, NJ
- H2M Labs Inc Melville NY
- M.J. Reider Associates, Inc. Reading PA
- Michelson Laboratories, Inc., Commerce, CA
- Microbac Laboratories Marietta OH
- RTI Laboratories, Inc. Livonia MI
- TriMatrix Laboratories, Inc., Grand Rapids, MI
- Washington Laboratories, Ltd., Gaithersburg, MD
- Weck Laboratories, Inc. City of Industry CA

*Presented in Alphabetical Order*

# Timeliness Top Fifth \*

- Accutest Laboratories, Inc., Dayton, NJ
- ETS Laboratories, St. Helena, CA
- Gibraltar Laboratories, Inc., Fairfield, NJ
- M.J. Reider Associates, Reading, PA
- Microbac Laboratories, Inc., Marietta, OH

*\* Tied score*

*Presented in Alphabetical Order*

# Overall Customer Satisfaction Top Fifth

- Edward S. Babcock & Sons Inc., Riverside, CA
- H2M Labs Inc., Melville, NY
- Microbac Laboratories, Inc., Marietta, OH
- Weck Laboratories, Inc., City of Industry, CA

*Presented in Alphabetical Order*