



2011 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? (3.6)*

Overall Averages

- *Average Satisfaction: (3.7 out of 4)*
- *Average Number of Surveys per Participant: (26)*
- *How do you rate the timeliness on your report? (3.5 out of 4)*
- *As compared to the timeliness of all other laboratories? (3.5 out of 4)*

Participants at a Glance

- Total number 21 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, Utica, NY
- Brooks Rand Labs, LLC, Seattle, WA
- Certified Laboratories of California, Inc., Buena Park, CA
- Certified Laboratories of Northern California, Merced, CA
- Certified Laboratories, Inc., Plainview, NY
- Chemtech, Mountainside, NJ
- 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, Louisville, KY
- Microbac Laboratories, Marietta, OH
- RTI Laboratories, Inc., Livonia, MI
- TestAmerica Laboratories, Inc., Nashville, TN
- TriMatrix Laboratories, Inc., Grand Rapids, MI
- Weck Laboratories, Inc., City of Industry, CA

Presented in Alphabetical Order

Timeliness Top Fifth

- Chemtech, Mountainside, NJ
- H2M Labs Inc, Melville, NY
- M.J. Reider Associates, Reading, PA
- Microbac Laboratories, Inc., Marietta, OH

Presented in Alphabetical Order

Overall Customer Satisfaction Top Fifth

- Continental Analytical Services, Inc., Salina, KS
- H2M Labs Inc., Melville, NY
- M.J. Reider Associates, Reading, PA
- Microbac Laboratories, Inc., Marietta, OH

Presented in Alphabetical Order