



ACIL CUSTOMER QUALITY SERVICE

P.O. Box 8032, Newark, DE 19714, (302) 368-1211

FOR IMMEDIATE RELEASE

LABORATORIES RECEIVE ACIL CUSTOMER QUALITY SERVICE AWARD

WASHINGTON, DC, November 14, 2016 – The Washington, DC-based American Council of Independent Laboratories (ACIL) announced today the 16 laboratories receiving the nationwide 2016 ACIL Customer Quality Service Award.

Developed in 1996 to address the industry's quality issues and recognize those laboratories with exemplary quality performance, the Program provides laboratory data users with a mechanism to evaluate testing laboratories. Participants commit to ensuring data integrity, meeting customers' quality needs and setting performance standards for the testing laboratory industry. No other evaluation program ranks customer satisfaction with laboratory services and requires laboratory management to commit to a data integrity program.

As recipients of the ACIL Customer Quality Service Award, the following laboratories, presented alphabetically, have demonstrated commitment to quality and customer service:

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	Canton	NY
D.L.S. Electronic Systems, Inc.	Wheeling	IL
Foreign Trade Service Corp	Newark	NJ
Gibraltar Laboratories, Inc.	Fairfield	NJ
Michelson Laboratories, Inc.	Commerce	CA
Microbac Laboratories, Inc.	Marietta	OH
NSF International Inc.	Ann Arbor	MI
Particle Technology Labs	Downers Grove	IL
RTI Laboratories, Inc.	Livonia	MI
Suburban Laboratories, Inc.	Geneva	IL
Washington Laboratories, Ltd	Gaithersburg	MD
Weck Laboratories, Inc.	City of Industry	CA



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To become a participant, testing laboratories must distribute satisfaction surveys to customers and maintain proof of an annual ethics-training program and an early detection system for questionable analytical practices, and submit a signed code of ethics. Participants in 2016 demonstrated an average timeliness of 3.5 out of a possible 4.0 and an overall customer satisfaction score of 3.7 out of a possible 4.0.

Recipients of Special Recognition Awards for timeliness and overall customer satisfaction, based on client survey responses and presented in alphabetical order for the top fifth of the participants, are:

Overall Customer Satisfaction

Advance Testing Company, Inc, Campbell Hall, NY
Gibraltar Laboratories, Inc., Fairfield, NJ
Particle Technology Labs, Downers Grove, IL

Timeliness

Advance Testing Company, Inc., Campbell Hall, NY
Foreign Trade Service Corp, Newark, NJ
Gibraltar Laboratories, Inc., Fairfield, NJ

For additional information, contact the Customer Quality Service Award Program Administrator at (302) 368-1211 or email mmoore@advancedsys.com.

END

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