

ACIL Webinar: Customer Satisfaction

ACIL info@acil.org

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ACIL WEBINAR: Using Social Media to Grow Your Lab

Join us on April 30th at 1:00 pm ET to learn effective ways to measure customer satisfaction. Lead by Marlene Moore, Program Administrator of the ACIL Seal of Excellence Program, which provides a mechanism for evaluating laboratories and a means to benchmark operations against other laboratories, Marlene shows webinar participants how to use the customer-provided information about management systems operations to help ensure effective operational improvements, and provides examples for obtaining customer feedback that meet the requirements of ISO/IEC17025 Section 4.7.2.

Please RSVP to Beth Horan (bhoran@acil.org or (202) 887-5872 x106) for more information and call-in information.