



2012 Seal of Excellence

Customer Survey Averages

- *How do you rate the data quality? (3.8)*
- *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: (28)
- 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

Participant List

- Accutest Laboratories, Inc., Dayton, NJ
- ACZ Laboratories, Inc., Steamboat Springs, CO
- Advance Testing Company, Inc., Campbell Hall, NY
- Ana-Lab Corp., Kilgore, TX
- Atlantic Testing Laboratories, Limited, Utica, NY
- Continental Analytical Services, Inc., Salina, KS
- ETS Laboratories, St. Helena, CA
- Foreign Trade Service Corp, Newark, NJ
- Gibraltar Laboratories, Inc., Fairfield, NJ

Presented in Alphabetical Order

Participant List

- H2M Labs Inc, Melville, NY
- M.J. Reider Associates, Inc., Reading, PA
- Michelson Laboratories, Inc., Commerce, CA
- Microbac Laboratories, Marietta, OH
- Particle Technology Labs, Downers Grove, IL
- RTI Laboratories, Inc., Livonia, MI
- TestAmerica Laboratories, Inc., Nashville, TN
- TriMatrix Laboratories, Inc., Grand Rapids, MI
- Washington Laboratories, Ltd, Gaithersburg, MD

Presented in Alphabetical Order

Timeliness Top Fifth

- ETS Laboratories, St. Helena, CA
- Gibraltar Laboratories, Inc., Fairfield, NJ
- H2M Labs Inc, Melville, NY
- Michelson Laboratories, Inc., Commerce, CA

Presented in Alphabetical Order

Overall Customer Satisfaction Top Fifth

- Continental Analytical Services, Inc., Salina, KS
- Gibraltar Laboratories, Inc., Fairfield, NJ
- H2M Labs Inc., Melville, NY
- M.J. Reider Associates, Reading, PA

Presented in Alphabetical Order