



January 2019

ACIL Customer Quality Service Award

The 2019 ACIL Customer Quality Service Award is underway! This is the eleventh year for this **program** for the laboratory industry. The Customer Quality Service Award was started in 1996 by the Environmental Sciences Section and expanded in 2008 for the Food Industry Section. **Now this program is open to all laboratories!**

We welcome and encourage your participation. Our program is a unique complement to other means your laboratory may have to assess the quality of its performance. ACIL believes this program is an outstanding tool for our industry in that it offers an effective, third party program to benchmark and market the quality of your laboratory services. The client survey may be used as client feedback that meets the requirements of ISO/IEC17025:2005 Section 4.7.2 and ISO/IEC 1725:2017 Section 8.6.2.

This year the program is identified as the 2019-2020 ACIL Customer Quality Service Award. The certificates of program participation are issued in October 2019. The program participation is through October 2020.

Enclosed are the instructions, application, data integrity statement, customer surveys, and timeline. In order to become a participant in the 2019-2020 ACIL Customer Quality Service Award, please:

1. Complete and return the application, a brief statement of qualifications and the appropriate fee, to:

Ms. Marlene Moore, Administrator
ACIL Customer Quality Service Award
P.O. Box 8032
Newark, DE 19714

Please note that, for ACIL members, dues must be current upon submission in order to receive the ACIL member discount fee.

2. Customer surveys are pre-printed with your laboratory name and address and mailed back to you, after receipt of your application form.
3. The pre-printed customer surveys must be distributed to your top clients. Place postage on the customer survey postcards and distribute the customer surveys to your top clients. When the clients complete the cards, they should drop the cards in the mail directly to us. This paper form survey ensures the confidentiality of the information provided. We will send 40 cards unless the laboratory contact requests additional cards.



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4. Submit documentation that an ILAC/NACLA/TNI recognized signatory member or federal/state regulatory agency accredits your laboratory. The laboratory must submit the certificate of accreditation and scope of accreditation to be a participant in the program. The scope must be consistent with testing listed for the range of capabilities.
5. Submit the signed Data Integrity Statement. Please note that for laboratories that are not ACIL members, a signed ACIL Code of Ethics must also be submitted. Contact the Program Administrator for a copy of the ACIL Code of Ethics.

The Program Administrator retains no customer information. To ensure that client-specific information will not be revealed to competitors, the Program Administrator and ACIL have signed a customer data confidentiality agreement. No client information is submitted to ACIL staff

All application materials and fees are due by **July 8, 2019**. Complete customer survey information and other information must be received by **August 16, 2019**. If you need any assistance or have any questions about the ACIL Customer Quality Service Award, I can be contacted by email (mmoore@advancedsys.com), phone (302-368-1211), or by fax (720-293-3706).

We look forward to your participation,

A handwritten signature in black ink that reads 'Marlene Moore'.

Marlene Moore
Program Administrator

MM/mtf
Encl.



Differentiating Laboratories

The Program was developed to address industry's need to improve its focus on quality issues and recognize those laboratories with exemplary quality performance. The Program does not attempt to measure data integrity, as this function is better left to assessors and other evaluation methods. However, to demonstrate our members' commitment and concern for data integrity, the ACIL Customer Quality Service Award requires a signed and detailed Data Integrity Statement from each participant.

The ACIL Customer Quality Service Award also does not attempt to manage a complex, statistically valid system to objectively measure laboratory quality. The ACIL Customer Quality Service Award serves as an outstanding benchmarking tool for laboratories.

The program includes a number of measurements that distinguish a laboratory's quality, including:

- Annual report documenting the laboratory's Customer Service rating compared to the industry participants. A report on your participation is to be presented. Information from your laboratory remains confidential and is not shared with other participants as totals for the section members and all participants.
- Benchmarking against objective criteria developed from the customer surveys.
- Clear differentiation from non-Program laboratories.
- Public assertion that they are concerned and pro-active on issues involving data integrity and ethics.
- Recognition for outstanding performance.
- Marketing leverage with potential customers and with state and federal regulators.
- The ability to use the designation, "An ACIL Customer Quality Service Award Participating Laboratory", in marketing efforts (i.e., including quotes, proposals, reports, print advertising and trade show displays).
- Alerts to significant customer service problems or trends.
- Improved customer relationships by involving an independent program administrator.
- The elimination or reduction of costs for internally conducted customer surveys.

Participation & Requirements

The ACIL Customer Quality Service Award is open to all laboratories. Participating laboratories submit an application and a brief Statement of Qualifications and the laboratory's accreditation documentation to the Program Administrator. Upon meeting all program requirements, a laboratory is registered as a participating laboratory by the Program Administrator. The ACIL Customer Quality Service Award Laboratory Program requirements are:

- 1) The company must agree to abide by the Program's Code of Ethics. Current ACIL members in good standing have already completed the Ethics Statement as part of their membership. Non-ACIL participants are required to sign the ACIL Code of Ethics Statement.
- 2) The company must agree to abide by the Program's Data Integrity Statement. All participants, including ACIL members in good standing, must read, understand and sign the ACIL Customer Quality Service Award Data Integrity Statement as part of their participation.



- 3) Each laboratory must submit one Customer Satisfaction Questionnaire to each of its top 40 clients based on a ranking of annual client income to each laboratory. The Program Administrator must receive or obtain data from approximately 15 questionnaires for each participating laboratory with the goal of receiving as least 20 completed surveys. The laboratory may send the questionnaire to a customer base larger than 40 clients.
- 4) Laboratories are instructed specifically to not select their favorite clients for distribution of the surveys. All surveys must be sent to the attention of the client-contracting officer or to the person who receives the majority of laboratory reports. In the interest of confidentiality, the Program Administrator will not maintain any lists of client names..
- 5) Documentation of accreditation is required to be a participating member. Accreditation must be by an ILAC/NACLA MRA signatory or federal/state accreditation program meeting the requirements of ISO/IEC 17011.
- 6) The laboratory may make known to clients its participation in the ACIL Customer Quality Service Award Laboratory Program and must be willing to have the summary information collected by the ACIL Customer Quality Service Award Laboratory Program made publicly available. Information related to the individual laboratory is not published by the ACIL Customer Quality Service Award.
- 7) The laboratory must be responsive to inquiries from the Program Administrator regarding issues that arise from the operation of the program.
- 8) The laboratory must be current on its annual ACIL Customer Quality Service Award Laboratory Program fee and if an ACIL member, must be current on its ACIL membership dues.
- 9) The laboratory must agree to follow advertising and marketing requirements when using the ACIL Customer Quality Service Award Laboratory Program name and/or logo.
- 10) Participants are encouraged to recommend program changes and acknowledge that the Program is evolving and will require changes as it proceeds.

Annual Customer Survey Response Summaries

An essential part of the ACIL Customer Quality Service Award is the compilation of data from the customer survey forms. The customer is asked to evaluate the laboratory's performance on data quality, customer service, technical expertise, overall value, and timeliness. The Program Administrator receives the customer survey forms.

The Program Administrator retains no customer information. To ensure that client-specific information will not be revealed to competitors, the Program Administrator and ACIL have signed a customer data confidentiality agreement. The agreement states that the Program Administrator or ACIL can use no information received as part of this program outside of this program. No specific information about a laboratory or its customers will be released to ACIL members.



Statistics Report

Annually the Program Administrator will summarize the responses for each laboratory. The annual report will include:

- Summary customer survey results. This section includes how its customers rate the laboratory in all key operational categories.
- A statistical summary of customer survey responses for each survey question, comparing the mean of the participating laboratory to the mean and range of all ACIL Customer Quality Service Award laboratories as a group.
- The ranking for all laboratories for each survey question category. The ranking of the mean will not disclose the laboratory name or identification number. The rank listing of the mean score for each question will present highest to lowest values so the participating laboratory can determine the laboratories overall ranking.
- A comparison of the results for all participating laboratories.

ACIL Customer Quality Service Award Laboratory Reports

ACIL Customer Quality Service Award Laboratory Reports are generated for a prospect, client or regulator who contacts the Program Administrator and requests information about a laboratory. The Program Administrator then responds to the request by sending a written report that includes:

- Description of the laboratory, including the year the laboratory was founded, identification of key personnel, range, capabilities, facility size, accreditations held, and any specialty services offered, as provided to the Program Administrator by the laboratory.
- Information on how to contact the laboratory for price quotes, responses to Requests for Proposals or other information.

The laboratory has the right to review the reports being sent by the Program Administrator and submit comments.

Recognition of Customer Quality Service

- Each participant will confidentially receive its overall ranking in the program and for specific evaluation categories group mean scores are provided for comparison.
- All laboratory participants are recognized as participating in the program. Laboratories will be listed alphabetically without reference to any categories or ranking of performance. ACIL will publish the listing of the laboratories recognized as meeting the criteria as a Customer Quality Service Award Participant.
- Average group performance in several categories such as, quality, service, value, timeliness and overall satisfaction will be communicated to the interested public and comparisons made, where possible, with industry and government norms. The objective is to clearly differentiate program participants as a group from non-participating labs.



- In October 2019, at the ACIL's Annual Meeting, the ACIL Board will provide a Special Recognition Certificate to the top three highest scoring laboratories in each of these areas: Timeliness and Overall Customer Satisfaction.
- The recognition information for all categories will be made available to groups outside ACIL, such as other professional organizations and the press. ACIL will publish the listing of the laboratories recognized in each of the two categories: Timeliness, and Overall Customer Satisfaction. Each recognition listing will be an alphabetical listing of the top scoring laboratories for that category.
- Individual award recipients are welcome to publish or announce their awards to their customers or prospective customers by their own means.

Costs to Participating Laboratories

The annual fee for program participation is \$500 per ACIL member laboratory and \$1200 for non-member laboratories. Network laboratories submitting more than five (5) applications pay a discounted fee of \$450 per laboratory for ACIL members only.

Companies that have more than one laboratory site (i.e., network laboratory companies) may elect to have some or all of their laboratories participate. A separate fee will be charged for each laboratory site. This Program is a cost-effective method to identify laboratories capable of producing high quality data on a consistent basis and provides the benchmarking of this information to a wide range of laboratories.

Questions

If you have any questions regarding the ACIL Customer Quality Service Award, please contact the ACIL Customer Quality Service Award Administrator, Ms. Marlene Moore, c/o Advanced Systems, Inc. P.O. Box 8032, Newark, DE 19714, (302) 368-1211, fax (720) 293-3706 or by email (mmoore@advancedsys.com).



ACIL CUSTOMER QUALITY SERVICE AWARD LABORATORY PROGRAM

Application Form – Laboratory Industry – 2019

Registration as a Participating Laboratory

This application is for a single laboratory facility. Please submit additional applications for additional facilities. One or more state agencies or third party accreditation bodies must accredit participating laboratories for areas of core competence.

Laboratory Name: _____	Contact: _____
Address: _____	Title: _____
Telephone Number: _____	Email: _____

Laboratory Information:	Network ID:
Year Founded: _____	Facility Size (sq. ft.): _____
Annual Revenue (Previous Year): _____	Number of Staff: _____
	<input type="checkbox"/> Greater than \$3.0M <input type="checkbox"/> Less than \$3.0M

If you are not a member of ACIL, please identify a public website for your range of capabilities or send a listing of your current technical capabilities as identified on an accreditation certificate.

Range of Capabilities: PLEASE identify a public website if available:
Range of Capabilities: PLEASE attach your accreditation certificate with scope

ACIL Industry Section: (check all that apply)	<input type="checkbox"/> Construction Materials Engineering & Testing (CMET)	<input type="checkbox"/> Conformity Assessment Section (CSS)
	<input type="checkbox"/> Food Science Section (FSS)	<input type="checkbox"/> Environmental Services Section (ESS)
Key Personnel;		
	Name	Title
	Name	Title
For Information, Call:		
	Name	Title
Certifications Held:		

Participation fee: \$500 per location for ACIL members, \$1200 per location for non-members. Network laboratories with more than 5 applications: \$450 per location for ACIL members only.

Make checks payable to "ACIL, Inc." and submit application with payment to:

Ms. Marlene Moore, Program Administrator
ACIL Customer Quality Service Award
P.O. Box 8032, Newark, DE 19714



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DATA INTEGRITY STATEMENT

Officials of each participating laboratory must agree that it will be their policy to abide by the following data integrity statements, and affirm this by signature below.

- 1) The laboratory has an annual ethics training course for all analysts that covers training in areas of improper manual integration, time traveling, improper calibration manipulation, etc.
- 2) All analysts must sign a contract that they have received this ethics training course and confirm that that they will not perform unethical/fraudulent practices and will report to corporate management any unethical/fraudulent practices performed by their co-workers.
- 3) The laboratory maintains a defined early detection program that provides surveillance of analytical staff and specifically searches raw data and/or electronic media for questionable analytical practices.
- 4) The laboratory documents and defines the nature of an early warning detection program.
- 5) Records of disciplinary actions must be maintained and any corrective actions are recorded on a case by case basis.
- 6) The laboratory must maintain an Ethics SOP that clearly defines the ethical behavior that is expected of all analytical staff and that expresses zero tolerance on the part of management for improper testing.

Laboratory Name

Date

Signature of Contact

Name of Contact



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ACIL Customer Quality Service Award 2019 - 2020

Laboratory Industry

TIMELINE / PROCESS SUMMARY

(Award in October 2019)

1. Applications are being received now. When we receive the application, we will send you the survey cards.
2. All materials are due by **July 8, 2019** to be eligible for the awards to be announced in October 2019. Completed applications received after **August 16, 2019** may **not** be included in the October 2019 award.

Complete application consists of:

- Completed Application Package
- Signed ACIL Code Of Ethics (Non-members of ACIL)
- Signed ACIL Data Integrity Statement
- Twenty Customer Satisfaction Forms completed and returned directly to the Program Administrator by the laboratory's customers. (Minimum 15 required)
- Laboratory survey data compiled by Program Administrator
- Full Payment

Each participating laboratory site must submit a completed package to be considered. Laboratories with multiple sites must submit one package per site.

2. All participating laboratories receive the program status letter in July 2019, requesting any needed information in August 2019.
3. The ACIL Executive Team reviews the award recommendation of the Program Administrator during September 2019.
4. The Program Administrator will send notices to all participating laboratories. ACIL presents the Listing of Participants for the Customer Quality Service Award during the October 2019 Annual conference.
5. The Program Administrator mails renewal notices and requirements to the current participants in February 2020 for the 2020-2021 program.

**THE NEXT PAGE IS AN EXAMPLE OF SURVEY POSTCARDS YOU
WILL RECEIVE FOR MAILING TO YOUR CLIENTS.**

**ASI WILL SUPPLY PREPRINTED POSTCARDS TO THE CONTACT
PERSON WITHIN TWO WEEKS OF RECEIPT OF YOUR PAID
APPLICATION for new Participants.**

**Your company's name, address and ID number are used as the
return address on the cards.**

**The mailing address for the ACIL Customer Quality Service Award
is printed on the front of the cards. The cards are mailed directly to
ACIL Customer Quality Service Award Administrator.**

The participating laboratory pays for the postage of the card.

ACIL Customer Quality Service Award

WE NEED YOUR OPINION! *Please fill out and return this form.*

Please check the box that best expresses your opinion of this laboratory's performance.

	Excellent	Satisfied	Fair	Poor
1. How do you rate the data quality?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. How do you rate the laboratory's customer service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. How do you rate the technical expertise of the laboratory and its staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. How do you rate the value received?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. How do you rate the Timeliness of your report?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. As compared to the Timeliness of all other laboratories?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Comments:

(Optional) Your Name: _____

If you have any questions,
Please contact the
Program Administrator at:
(302) 368-1211

Thanks for your help.

ACIL Customer Quality Service Award

WE NEED YOUR OPINION! *Please fill out and return this form.*

Please check the box that best expresses your opinion of this laboratory's performance.

	Excellent	Satisfied	Fair	Poor
1. How do you rate the data quality?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. How do you rate the laboratory's customer service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. How do you rate the technical expertise of the laboratory and its staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. How do you rate the value received?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. How do you rate the Timeliness of your report?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. As compared to the Timeliness of all other laboratories?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Comments:

(Optional) Your Name: _____

If you have any questions,
Please contact the
Program Administrator at:
(302) 368-1211

Thanks for your help.