

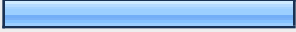









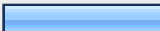
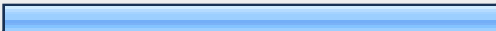



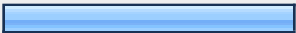
INAB Accreditation Process - Survey of Medical Laboratories

1. How many years have you been a client of INAB?			
		Response Percent	Response Count
less than 1 year		13.0%	7
1 year		29.6%	16
2 year		44.4%	24
3 year		11.1%	6
4 year		1.9%	1
More than 4 years		0.0%	0
		answered question	54
		skipped question	0

2. For which areas are you accredited / applicant? Tick all that apply			
		Response Percent	Response Count
Clinical Chemistry		14.8%	8
Haematology		13.0%	7
Histopathology		3.7%	2
Cytopathology		1.9%	1
Molecular Genetics		0.0%	0
Microbiology		3.7%	2
Immunology		1.9%	1
Blood Transfusion		90.7%	49
		Other (please specify)	2
		answered question	54
		skipped question	0

3. Are you a private or Public Organisation?				
			Response Percent	Response Count
Private			24.1%	13
Public			75.9%	41
			answered question	54
			skipped question	0

4. ENQUIRY AND APPLICATION STAGE Please rate the following statements:								
	Strongly agree	Agree	Neither agree nor disagree	disagree	Strongly disagree	N/A	Rating Average	Response Count
An Accreditation Officer dealt with my initial queries adequately	24.4% (10)	65.9% (27)	7.3% (3)	0.0% (0)	0.0% (0)	2.4% (1)	1.83	
Application form was clear and unambiguous	7.3% (3)	36.6% (15)	12.2% (5)	31.7% (13)	9.8% (4)	2.4% (1)	3.00	
Good standard of service at application stage was received	14.6% (6)	75.6% (31)	4.9% (2)	2.4% (1)	0.0% (0)	2.4% (1)	1.95	
Extension to scope applications are processed in a timely manner	4.9% (2)	19.5% (8)	12.2% (5)	0.0% (0)	0.0% (0)	63.4% (26)	2.20	
Applications for accreditation are processed in a timely manner	14.6% (6)	68.3% (28)	7.3% (3)	9.8% (4)	0.0% (0)	0.0% (0)	2.12	
								Comments
								answered question
								skipped question

5. Are there specific aspects of ISO 15189 which you would consider would benefit from guidance/interpretation?			Response Percent	Response Count
Yes			55.3%	21
No			44.7%	17
If yes, please give details and discipline affected.				20
answered question				38
skipped question				16

6. VISITS - PLANNING (pre-assessment, surveillance, assessment and all other visit types) Please rate the following statements								
	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	N/A	Rating Average	Response Count
Purpose and nature of visit clearly explained	0.0% (0)	4.9% (2)	0.0% (0)	75.6% (31)	19.5% (8)	0.0% (0)	4.10	4
Visit arrangements handled efficiently and effectively	0.0% (0)	7.3% (3)	12.2% (5)	56.1% (23)	24.4% (10)	0.0% (0)	3.98	4
Assessment team prepared well for the visit	0.0% (0)	9.8% (4)	4.9% (2)	58.5% (24)	26.8% (11)	0.0% (0)	4.02	4
Assessment team had the right skills and knowledge	0.0% (0)	9.8% (4)	17.1% (7)	56.1% (23)	17.1% (7)	0.0% (0)	3.80	4
Meetings were scheduled and well timed	0.0% (0)	7.3% (3)	12.2% (5)	61.0% (25)	19.5% (8)	0.0% (0)	3.93	4
Comments								
answered question								4
skipped question								1

7. VISIT - CONDUCT Please rate the following statements:								
	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	N/A	Rating Average	Response Count
Assessment team communicated in a controlled and professional manner	2.4% (1)	9.8% (4)	2.4% (1)	63.4% (26)	22.0% (9)	0.0% (0)	3.93	
The assessor understood our business	0.0% (0)	12.2% (5)	14.6% (6)	53.7% (22)	19.5% (8)	0.0% (0)	3.80	
Assessment team had the right attitude	2.4% (1)	12.2% (5)	12.2% (5)	56.1% (23)	17.1% (7)	0.0% (0)	3.73	
Assessment team resolved our concerns or issues on the day of the visit	0.0% (0)	12.2% (5)	22.0% (9)	53.7% (22)	12.2% (5)	0.0% (0)	3.66	
Findings were presented in a calm and factual manner	0.0% (0)	9.8% (4)	4.9% (2)	65.9% (27)	19.5% (8)	0.0% (0)	3.95	
Assessor demonstrated current competence in the activity being assessed	0.0% (0)	7.3% (3)	7.3% (3)	65.9% (27)	19.5% (8)	0.0% (0)	3.98	
Comments								
<i>answered question</i>								
<i>skipped question</i>								

8. VISIT - OUTCOME Please rate the following statements:								
	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A	Rating Average	Response Count
INAB's decision on our accreditation was promptly relayed	2.4% (1)	9.8% (4)	4.9% (2)	43.9% (18)	31.7% (13)	7.3% (3)	4.00	
Our registration number and certificate were received promptly	7.3% (3)	2.4% (1)	4.9% (2)	43.9% (18)	26.8% (11)	14.6% (6)	3.94	
INAB promotes our accreditation appropriately on its website, newsletter and in the press	2.4% (1)	4.9% (2)	19.5% (8)	39.0% (16)	24.4% (10)	9.8% (4)	3.86	
Comments								
<i>answered question</i>								
<i>skipped question</i>								

9. Value of Inab accreditation								
	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	N/A	Rating Average	Response Count
Visit Findings added value and contributed to improvements	0.0% (0)	2.4% (1)	7.3% (3)	61.0% (25)	29.3% (12)	0.0% (0)	4.17	
Accreditation Officer added value to the assessment process	0.0% (0)	7.3% (3)	22.0% (9)	48.8% (20)	19.5% (8)	2.4% (1)	3.83	
Accreditation adds value to our business	0.0% (0)	0.0% (0)	7.3% (3)	36.6% (15)	56.1% (23)	0.0% (0)	4.49	
Our membership to INAB is money well spent	2.4% (1)	24.4% (10)	26.8% (11)	29.3% (12)	17.1% (7)	0.0% (0)	3.34	
Comments								
<i>answered question</i>								
<i>skipped question</i>								

10. Please feel free to elaborate on any response you made in this section (positive or negative)		Response Count
		7
	<i>answered question</i>	7
	<i>skipped question</i>	47

11. Relationship with Inab Please rate the following statements:							
	Strongly Agree	Agree	Neither Disagree / agree	Disagree	Strongly Disagree	Rating Average	Response Count
INAB is a client focussed organisation	4.9% (2)	36.6% (15)	43.9% (18)	12.2% (5)	2.4% (1)	2.71	41
Regards me as a Valued Client	4.9% (2)	43.9% (18)	46.3% (19)	4.9% (2)	0.0% (0)	2.51	41
Provides a Quality Professional service	12.2% (5)	68.3% (28)	17.1% (7)	2.4% (1)	0.0% (0)	2.10	41
Understands our business needs	9.8% (4)	53.7% (22)	26.8% (11)	9.8% (4)	0.0% (0)	2.37	41
Achieving Accreditation with INAB is a significant accomplishment	53.7% (22)	46.3% (19)	0.0% (0)	0.0% (0)	0.0% (0)	1.46	41
INAB's Membership of the International Multi lateral agreements (MLA's) is important to our business	26.8% (11)	36.6% (15)	36.6% (15)	0.0% (0)	0.0% (0)	2.10	41
						Comments	7
						<i>answered question</i>	41
						<i>skipped question</i>	13

12. Personnel and Service Handling from INAB and Assessment Team									
	Strongly Disagree	Disagree	Neither agree or Disagree	Agree	Strongly Agree	N/A	Rating Average	Response Count	
INAB is easy to contact	4.9% (2)	9.8% (4)	12.2% (5)	63.4% (26)	7.3% (3)	2.4% (1)	3.60		
INAB is a friendly and helpful organisation	2.4% (1)	9.8% (4)	19.5% (8)	56.1% (23)	7.3% (3)	4.9% (2)	3.59		
INAB staff (professional and support) are well informed and competent	2.4% (1)	0.0% (0)	17.1% (7)	68.3% (28)	9.8% (4)	2.4% (1)	3.85		
INAB staff respond in a timely manner to requests and queries	2.4% (1)	14.6% (6)	12.2% (5)	51.2% (21)	17.1% (7)	2.4% (1)	3.68		
Accreditation Officers justify and take responsibility for decisions made	4.9% (2)	9.8% (4)	7.3% (3)	65.9% (27)	9.8% (4)	2.4% (1)	3.68		
								Comments	
								<i>answered question</i>	
								<i>skipped question</i>	

13. What is most important to you in your dealings with Inab?						
	Very Important	Important	Somewhat Important	Not Important	Rating Average	Response Count
Speed of Service	30.0% (12)	52.5% (21)	17.5% (7)	0.0% (0)	1.88	40
Access to Information (policy/guidance)	55.0% (22)	42.5% (17)	2.5% (1)	0.0% (0)	1.48	40
Openness and Transparency	65.9% (27)	34.1% (14)	0.0% (0)	0.0% (0)	1.34	41
Effective & efficient Communication	70.7% (29)	29.3% (12)	0.0% (0)	0.0% (0)	1.29	41
Staff Attitude / helpfulness	75.6% (31)	24.4% (10)	0.0% (0)	0.0% (0)	1.24	41
Comments						1
answered question						41
skipped question						13

14. Has accreditation benefited your business in any of following ways?						
	Yes	No	No Change	N/A	Rating Average	Response Count
Produced better quality outputs	87.8% (36)	0.0% (0)	9.8% (4)	2.4% (1)	1.20	41
Increased customer satisfaction	36.6% (15)	4.9% (2)	56.1% (23)	2.4% (1)	2.20	41
Increased customer demand for services/products	14.6% (6)	9.8% (4)	58.5% (24)	17.1% (7)	2.53	41
More efficient processes	73.2% (30)	9.8% (4)	14.6% (6)	2.4% (1)	1.40	41
Increased Profit making capacity	9.8% (4)	9.8% (4)	24.4% (10)	56.1% (23)	2.33	41
Comments						7
answered question						41
skipped question						13

15. OPTIONAL Please feel free to comment further on any response you made within this section (positive or negative).		
		Response Count
		2
	<i>answered question</i>	2
	<i>skipped question</i>	52

16. Please enter your contact details:		
		Response Count
		18
	<i>answered question</i>	18
	<i>skipped question</i>	36

17. What was the most positive aspect of doing business over the course of the Accreditation Process.		
		Response Count
		29
	<i>answered question</i>	29
	<i>skipped question</i>	25

18. Please suggest your top priority area where INAB should improve its performance?		
		Response Count
		25
	<i>answered question</i>	25
	<i>skipped question</i>	29

19. What was the most negative aspect of doing business with INAB over the last 2 years?		
		Response Count
		22
	<i>answered question</i>	22
	<i>skipped question</i>	32