

INAB Survey -Knowledge and Awareness of Accreditation

Phase 2 - End Users

BACKGROUND

As part of the INAB Awareness Campaign, two surveys were conducted which targeted Irish Industry & Government (Phase 1) and End Users of accreditation (Phase 2).

Phase 2: This was a generic survey on Accreditation which aimed at end users of Accreditation, our member's customers. The objective of this survey was to establish end users knowledge of the accreditation service they receive, the benefits it brings, and their awareness of INAB and Accreditation.

The survey was created on SurveyMonkey.com, an online survey software tool. Once the survey was finalised, all INAB members were sent a hyperlink of the survey by email, and were given the option to forward on to their customers. The survey received 308 responses from INAB member's customers.

The survey covered a wide spectrum of sectors from food to medical, to environmental to manufacturing. 64% of respondents were in the Private Sector. 36% were in the Public Sector.

OVERVIEW - END USERS SURVEY

308 respondents

71% of respondents receive accredited services from Laboratories, 41% of respondents receive accredited Certification Services, and 20% of respondents receive accredited Inspection Services. (Note - some receive both services).

92% are aware of accreditation and what it means

67% are familiar with the Scope of Accreditation - 33% are not.

78% recognise the long stringent process an accredited body undergoes to become accredited

74% think the differences between Accreditation and Certification are not understood

Majority of users of accredited Laboratories use their services on a weekly basis; majority of respondents to survey use accredited certification services on a Yearly basis; as do Inspection.

64% are obliged under legislation to use an accredited body

52% site convenience as the reason they use that particular accredited body, followed closely by cost effective and speed of delivery. 30% say they are the only provider of the service.

70% think accredited services stand out from non accredited services

90% agree it is worth paying extra for an accredited service

88% use this particular accredited service as it was recommended/word of mouth

77% said they would NOT use the service provider if it was no longer accredited

95% said the accreditation service provided met their expectations

95% felt they benefited from the accredited service they received

84% are familiar with INAB and its sphere of activity

82% know that accreditation provides a uniform and robust mechanism for demonstration of conformity to EU Directives

97% of accredited services received by respondents were by an INAB accredited body.

51% are aware they can view scopes online on the INAB Website

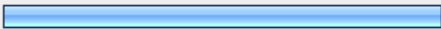

49% have used other accredited /approved services other than INAB.

86% recognise the INAB Symbol/Mark

The majority of respondents have seen the mark on test reports, followed by website, and supplier's stationery.

59 end users have requested information packs from INAB.

FINDINGS

1. Are you a private or Public Organisation?			Response Percent	Response Count
Private			64.0%	197
Public			36.0%	111
			<i>answered question</i>	308
			<i>skipped question</i>	0

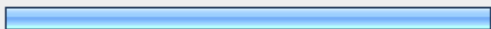
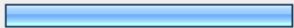
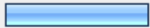
Q2. PROFILE OF RESPONDENTS

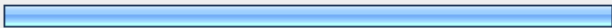

51% answered this optional section.


The profile of the respondents to our survey included:

Quality Managers, Consultants, GP's, Environmental Health Officers, Laboratory Managers, Directors, Technologists, Medical Scientists, Calibration Engineers and Project Managers.

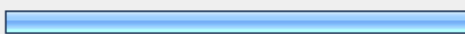
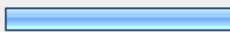
Sectors: Telecommunications, veterinary, water testing, healthcare, electronics, construction, chemical, medical, manufacturing, pharmaceutical, agriculture, food - dairy, meat and fish.

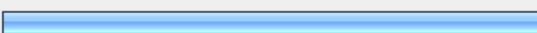
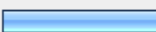
3. Which of the following bodies provides you with an Accredited Service? (tick all that apply)			Response Percent	Response Count
Laboratory			70.5%	217
Certification Body / Verifier			41.6%	128
Inspection Body			20.5%	63
			<i>answered question</i>	308
			<i>skipped question</i>	0

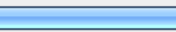
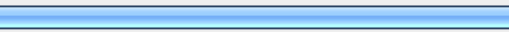
4. Are you aware of Accreditation and what it means? (If not, please feel free to complete your details at the end of this survey for an information pack and brochure)			Response Percent	Response Count
Yes			91.8%	245
No			8.2%	22
			<i>answered question</i>	267
			<i>skipped question</i>	41


5. What was the type of accredited service / product you received e.g water testing,product certification?			Response Count
			232
	<i>answered question</i>		232
	<i>skipped question</i>		76

Water testing, food testing, blood testing, product certification and calibration are the main services listed in responses.



6. Are you familiar with the Scope of Accreditation document, which outlines the activities or competencies held by the accredited service provider?				
			Response Percent	Response Count
Yes			67.2%	170
No			32.8%	83
			<i>answered question</i>	253
			<i>skipped question</i>	55


7. Are you familiar with the long stringent process an accredited body undergoes to become accredited and to maintain its accreditation?				
			Response Percent	Response Count
Yes			77.8%	196
No			22.2%	56
			<i>answered question</i>	252
			<i>skipped question</i>	56

8. Do you think the differences between Accreditation and Certification are understood?				
			Response Percent	Response Count
Yes			26.0%	65
No			74.0%	185
			<i>answered question</i>	250
			<i>skipped question</i>	58

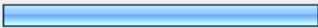

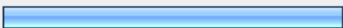
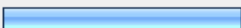
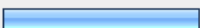

9. How frequently do you require/use an accredited service?						
	Daily	Weekly	Monthly	Yearly	Never	Response Count
Laboratory	22.3% (41)	32.6% (60)	28.8% (53)	14.7% (27)	1.6% (3)	184
Certification	4.7% (5)	4.7% (5)	20.6% (22)	58.9% (63)	11.2% (12)	107
Inspection	2.6% (2)	6.5% (5)	13.0% (10)	53.2% (41)	24.7% (19)	77
Other (please specify) 						12
answered question						215
skipped question						93

Other responses to this question included; quarterly, several times per year, every 6 months, every 2 years.

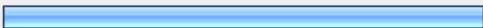


10. Are you obliged under legislation or regulation to use an accredited service?			
		Response Percent	Response Count
Yes		64.0%	135
No		36.0%	76
answered question			211
skipped question			97

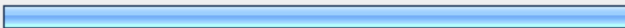

11. If yes, which regulatory body or legislation requires you to use an accredited service?		
		Response Count
		127
answered question		127
skipped question		181

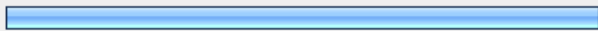


Responses to this question included - BRC, CE mark, EPA, County Councils, IMB, NRA, FSAI, Emissions Directive, Dept of Agri, BSI, Campden, EU legislation, FDA, Weights and Measures.

12. Why do you use this particular accredited body? (Tick all that apply).				
			Response Percent	Response Count
Cost effective			47.4%	90
Location			35.8%	68
Convenience			51.1%	97
Speed of Delivery			35.8%	68
Only service provider			29.5%	56
Other (please specify) 				38
			answered question	190
			skipped question	118

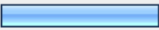
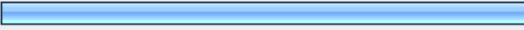
Other responses included: excellent reputation and service, specified by importing country, statute specifically mentions laboratory.

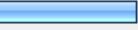

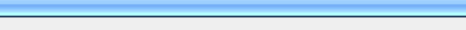
13. Do you think accredited services STAND OUT from non accredited service providers?				
			Response Percent	Response Count
Yes			70.1%	150
No			8.9%	19
Don't Know			21.0%	45
			answered question	214
			skipped question	94

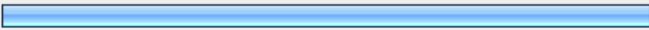

14. Do you think it is worth paying extra for an Accredited Service?				
			Response Percent	Response Count
Yes			90.3%	186
No			9.7%	20
			answered question	206
			skipped question	102


15. How did you find out about the accredited service you are using?			
		Response Percent	Response Count
Recommended / word of mouth		87.1%	135
INAB Website		17.4%	27
Other (please specify) 			58
answered question			155
skipped question			153

Other responses included: in use when arrived/historical reasons, company advertising, part of company, part of list of verifiers, using prior to accreditation, employee in the past and yellow pages.



16. Would you continue to use the organisation/company if they were no longer accredited?			
		Response Percent	Response Count
Yes		22.9%	48
No		77.1%	162
answered question			210
skipped question			98

17. If the company/organisation obtained accreditation while you were a customer did you see an improvement?			
		Response Percent	Response Count
Yes		20.7%	44
No		8.9%	19
Not Applicable		70.4%	150
answered question			213
skipped question			95

18. Did the accredited service meet your expectations?			
		Response Percent	Response Count
Yes		95.1%	193
No		4.9%	10
answered question			203
skipped question			105



19. If no, why?		
		Response Count
		 view
		10
		answered question
		10
		skipped question
		298

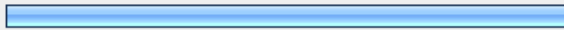

Respondents highlighted following: slow delivery and turnaround times; poor reporting and testing.

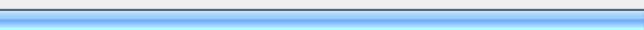


20. Did you feel you benefited from receiving an Accredited Service?			
		Response Percent	Response Count
Yes		94.6%	191
No		5.4%	11
		answered question	202
		skipped question	106

21. What are the benefits of using an Accredited Service to your organisation?		
		Response Count
		 view
		158
		answered question
		158
		skipped question
		150

Credible, reliable, confidence in service, traceability etc.


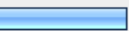
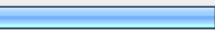
22. Are you familiar with INAB, the national provider of Accreditation for Laboratories, Certification and Inspection Bodies?			
		Response Percent	Response Count
Yes		83.6%	168
No		16.4%	33
		answered question	201
		skipped question	107

23. Did you know that Accreditation provides a uniform and robust mechanism for demonstration of conformity to European Directives and regulations?			Response Percent	Response Count
Yes			82.2%	166
No			17.8%	36
			<i>answered question</i>	202
			<i>skipped question</i>	106

24. Was the accredited service you received from an INAB accredited body?			Response Percent	Response Count
Yes			96.8%	181
No			3.2%	6
		Other (please specify) 		17
			<i>answered question</i>	187
			<i>skipped question</i>	121

Other: Used UKAS, Labcred, don't know!

25. Are you aware that you can view detailed Scopes of Accreditation from our website www.inab.ie to ensure the services you need and expect are covered by an INAB accredited body?			Response Percent	Response Count
Yes			51.0%	103
No			49.0%	99
			<i>answered question</i>	202
			<i>skipped question</i>	106

26. Have you used accredited or approved services other than INAB accredited services?			Response Percent	Response Count
Yes			48.8%	98
No			18.9%	38
Not sure			32.3%	65
			<i>answered question</i>	201
			<i>skipped question</i>	107

27. Please list other accredited or approved bodies used other than INAB - (Optional)		
		Response Count
		68
		view
		answered question
		68
		skipped question
		240


UKAS, LabCred, etc.

28. Do you recognise the Accreditation Mark (above)? This mark includes the accredited bodies, unique registration number, field and standard for which it is accredited?			
		Response Percent	Response Count
Yes		85.9%	171
No		14.1%	28
		answered question	199
		skipped question	109

29. Where have you seen the Accreditation Mark?			
		Response Percent	Response Count
Test Reports		89.6%	155
Supplier's Stationery		35.8%	62
Websites		45.1%	78
Promotion by INAB		27.2%	47
Promotion by Supplier		27.2%	47
Never seen it		0.6%	1
Other (please specify)		view	5
		answered question	173
		skipped question	135

Where have you seen the Accreditation Mark?

OTHER: Calibration Certificates, Scope of accreditation, On Instruments, Recent 18001 & 14001 accreditation at work, Our own laboratory reports

30. Any further comments you would like to make?		Response Count
	 view	20
	answered question	20
	skipped question	288

. As I am not directly involved with this accreditation my knowledge would not be as expansive as other personnel directly involved with this accreditation.

Not enough marketing to make the end users aware of the benefits of using an accredited lab.

Some questions I did not answer as there is neither a YES nor a NO answer that I can give.

There should be spot inspections to ensure that what inspectors see on day of visit apply when they're not expected.

Some of the questions in your survey have only 'yes' or 'no' answers where the response I would like to have given would have been qualified.

The laboratory that test our water and food analysis provide a fast and efficient service. Lab reports are sufficiently detailed.


Compliment the INAB accredited laboratory that we use for their professionalism, diligence and courtesy extended to our service at all times.

more of these questions needed to have a 'not sure' option!

Spotlights confusion between certified / accredited. Implicit Advertising.

satisfied with the service and calibration procedures offered

As a previous lab employee involved in validating environmental test methods, i found INAB personnel a delight to deal with

31. Please enter name and address if you would like to receive an INAB Information Pack.		Response Count
	 view	59
	answered question	59
	skipped question	249