

Accreditation Process Survey 2006 - Findings

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Background






Survey distributed in August 2006

(closed September 28th 2006)

- All accredited and applicant members
- INAB Accreditation Process
- Anonymous / option to provide contact details

General Findings

37% of our members completed Survey (42)

		Response Percent	Response Count	% by scheme
Laboratory		85.7%	36	36%
Certification		16.7%	7	100%
GLP		0.0%	0	0
EMAS		0.0%	0	0
Inspection		4.8%	2	100%
<i>answered question</i>			42	

What is most important to our clients?

- 93% Staff attitude /helpfulness
- 88% Access to information
- 88% Openness and Transparency
- 86% Value for money/added
- 81% Speed of Service

Relationship with INAB







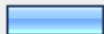
- 95% agree that achieving accreditation is a significant accomplishment
- 93% agree INAB provide a quality professional service
- 66% agree that INABs membership of the MLAs is important to their business
- 53% agree that INAB is a client focussed organisation

Personnel and Service Handling

- 89% INAB is easy to contact
- 84% Staff competent and well informed
- 84% Respond in timely manner
- 81% Friendly and Helpful staff
- 70% Accreditation Officers justify and take responsibility for decisions made

Experience of Service over last 2 years

Over the last 2 years has the experience of service from INAB

		Response Percent	Response Count
Strongly improved		2.6%	1
Improved		50.0%	19
No Change		31.6%	12
Worsened		2.6%	1
Strongly Worsened		2.6%	1
 view Other (please specify)		10.5%	4

•Others applicants with under 2 years service

Enquiry and Application Stage

- 72% agree INAB provide a professional information pack/brochure
- 89% agree that the Accreditation officer dealt with initial queries adequately
- 71% agree that Application Form was clear and unambiguous
- 89% agree that a good standard of service was received
- 89% agree that Applications for accreditation are processed in a timely manner.
- 76% agree that extensions to scope are processed in timely manner

Visits - Planning

Respondents agreed that...

- 94% Purpose and nature of visit clearly explained
- 95% Visit arrangements handled efficiently and effectively
- 95% Assessment team prepared well for visit
- 87% Assessment team had skills and knowledge
- 92% Meetings scheduled and well timed

Visit - Conduct

Respondents agreed that...

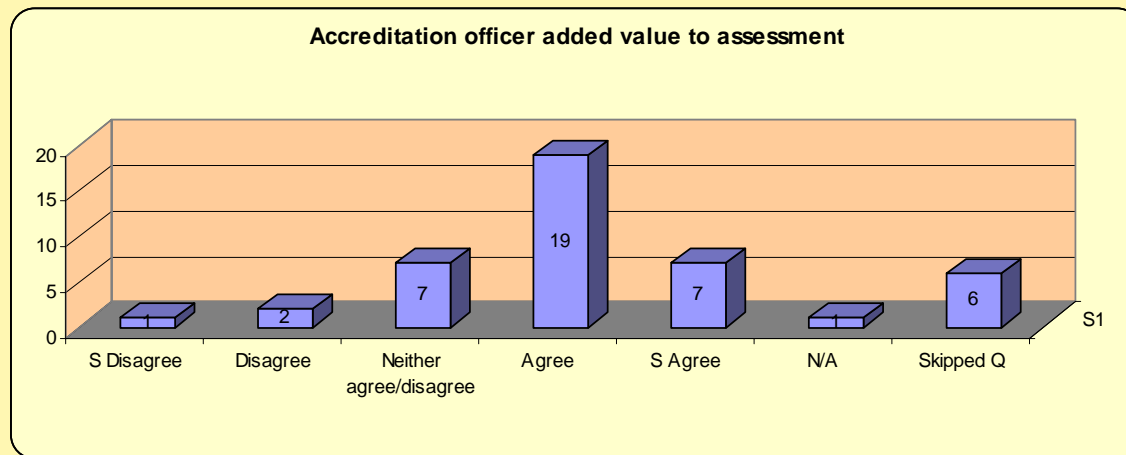
- 66% - Assessment team resolved our concerns on the day
- 97% - Assessment team assessed our competence for a specific range of activities
- 90% - Assessment team communicated in a controlled and professional manner
- 81% - Assessor understood our business
- 89% - Findings presented in a calm and factual manner
- 92% - Assessor demonstrated current competence in activity being assessed

Visit - Outcome

- Decision on our accreditation promptly relayed (90%)
- Registration number and certificate received promptly (79%)
- INAB promotes our accreditation appropriately on the website, newsletter and press (57%)

Value of Accreditation

- 81% agreed Visit findings added value and contributed to improvements
- 70% agreed Accreditation officer added value to assessment



- 82% agreed Accreditation adds value to our business (82%)
- 60% Membership to INAB is money well spent
86% of respondents feel value for money is important.

What is your most negative aspect of dealing with INAB?

Comment Text

1. Slow and frustrating process at times
2. Constantly changing the accreditation Officers assigned to us.
3. The insurance requirements as now defined under the terms and conditions
4. The attitude of our assessor
5. The negative attitude and poor professionalism of the Lead Auditor, and the fact that we achieved no obvious benefits or value from the audit as compared to previous years.
6. None really
7. To and froing of documents.
8. None really
9. none
10. There can be a lack of guidance given in regards to what is required by assessors in some analytical work
11. SOMETIMES FEEL THAT THEY THINK THEY ARE THE CLIENT NOT US ACT AS JUDGE AND JURY DO NOT FULLY UNDERSTAND THE COMMERCIAL REALITIES IN WHICH COMPANIES ARE OPERATING - WE EXIST TO MAKE A PROFIT
12. the fact that we are dependant on an assessor, with the necessary experience in the field of accreditation being sought having to come from outside of the country makes the times lines very limited.It also restricts the amount of assessors available
13. Focussing on areas other than Technical competence and complvina with an every growing number of policy statements- non-technical

What is your most positive aspect of dealing with INAB?

Comment Text
1. Receiving accreditation. We have also learned a great deal from the NAB visits to our laboratory, both from the "Quality Systems Auditor" and the "Assessor of Technical Competence"
2. Obtaining accreditation for all tests applied for. Also, dealing with competent and professional assessors Mr. Gordon McGregor and Mr. Pat O'Brien
3. Getting accreditation
4. Professional and helpful Support of the Accreditation Manager
5. Good staff relations with Pat O'Brien and Andrew Stratford.
6. INAB are a professionally run organisation. Having INAB accreditation has improved significantly the way we provide a service to our clients and carry out our testing.
7. Medical laboratory accreditation achieved in an efficient and timely manner. Prompt response in all our dealings with them.
8. It gave us confidence in our systems.
9. Auditors were helpful, very positive and approachable
10. The courteous and businesslike manner shown by the assessment team each year was greatly appreciated.
11. Improvement in our test methods and procedures
12. IMPROVEMENT TO THE QUALITY PROCESS
13. the accreditation process enabled us to improve the quality of our business
14. Very high standard of technical assessors

