



ACIL CUSTOMER
QUALITY SERVICE
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FOR IMMEDIATE RELEASE

LABORATORIES RECEIVE ACIL CUSTOMER QUALITY SERVICE AWARD

WASHINGTON, DC, OCTOBER 6, 2015 – The Washington, DC-based American Council of Independent Laboratories (ACIL) announced today the 17 laboratories receiving the nationwide 2015 ACIL Customer Quality Service Award at the ACIL Annual Meeting in Miami, Florida.

Developed in 1996 to address the industry's quality issues and recognize those laboratories with exemplary quality performance, the Program provides laboratory data users with a mechanism to evaluate testing laboratories.

Participants commit to ensuring data integrity, meeting customers' quality needs and setting performance standards for the testing laboratory industry. No other evaluation program ranks customer satisfaction with laboratory services and requires laboratory management to commit to a data integrity program.

As recipients of the ACIL Customer Quality Service Award, the following laboratories, presented alphabetically, have demonstrated commitment to quality and customer service:

ACZ Laboratories, Inc., Steamboat Springs, CO
Advance Testing Company, Inc., Campbell Hall, NY
American Analytical Laboratories, Inc., Akron, OH
Ana-Lab Corp., Kilgore, TX
Atlantic Testing Laboratories, Limited, Utica, NY
Continental Analytical Services, Inc. Salina, KS
Foreign Trade Service Corp, Newark, NJ
Gibraltar Laboratories, Inc., Fairfield, NJ
M.J. Reider Associates, Inc., Reading, PA
Michelson Laboratories, Inc., Commerce, CA
Microbac Laboratories, Inc., Marietta, OH
NSF International Inc., Ann Arbor, MI
Particle Technology Labs, Downers Grove, IL
RTI Laboratories, Inc., Livonia, MI
Suburban Laboratories, Inc., Geneva, IL
Washington Laboratories, Ltd, Gaithersburg, MD

Weck Laboratories, Inc., City of Industry, CA

To become a participant, testing laboratories must distribute satisfaction surveys to customers and maintain proof of an annual ethics-training program and an early detection system for questionable analytical practices, and submit a signed code of ethics. Participants in 2015 demonstrated an average timeliness of 3.5 out of a possible 4.0 and an overall customer satisfaction score of 3.7 out of a possible 4.0.

Recipients of Special Recognition Awards for timeliness and overall customer satisfaction, based on client survey responses and presented in alphabetical order for the top fifth of the participants, are:

Overall Customer Satisfaction:

Continental Analytical Services, Inc., Salina, KS

Gibraltar Laboratories, Inc., Fairfield, NJ

M.J. Reider Associates, Inc., Reading, PA

Timeliness:

Advance Testing Company, Inc., Campbell Hall, NY

Gibraltar Laboratories, Inc., Fairfield, NJ

M.J. Reider Associates, Inc., Reading, PA

For additional information, contact the Customer Quality Service Award

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