

Report of the President

April 5, 2009

Peter Unger



Topics

- Financial Performance
- Quality and Value Measures
- Growth Figures
- Comparison with Other ABs
- National Activities
- International Activities

Financial Performance

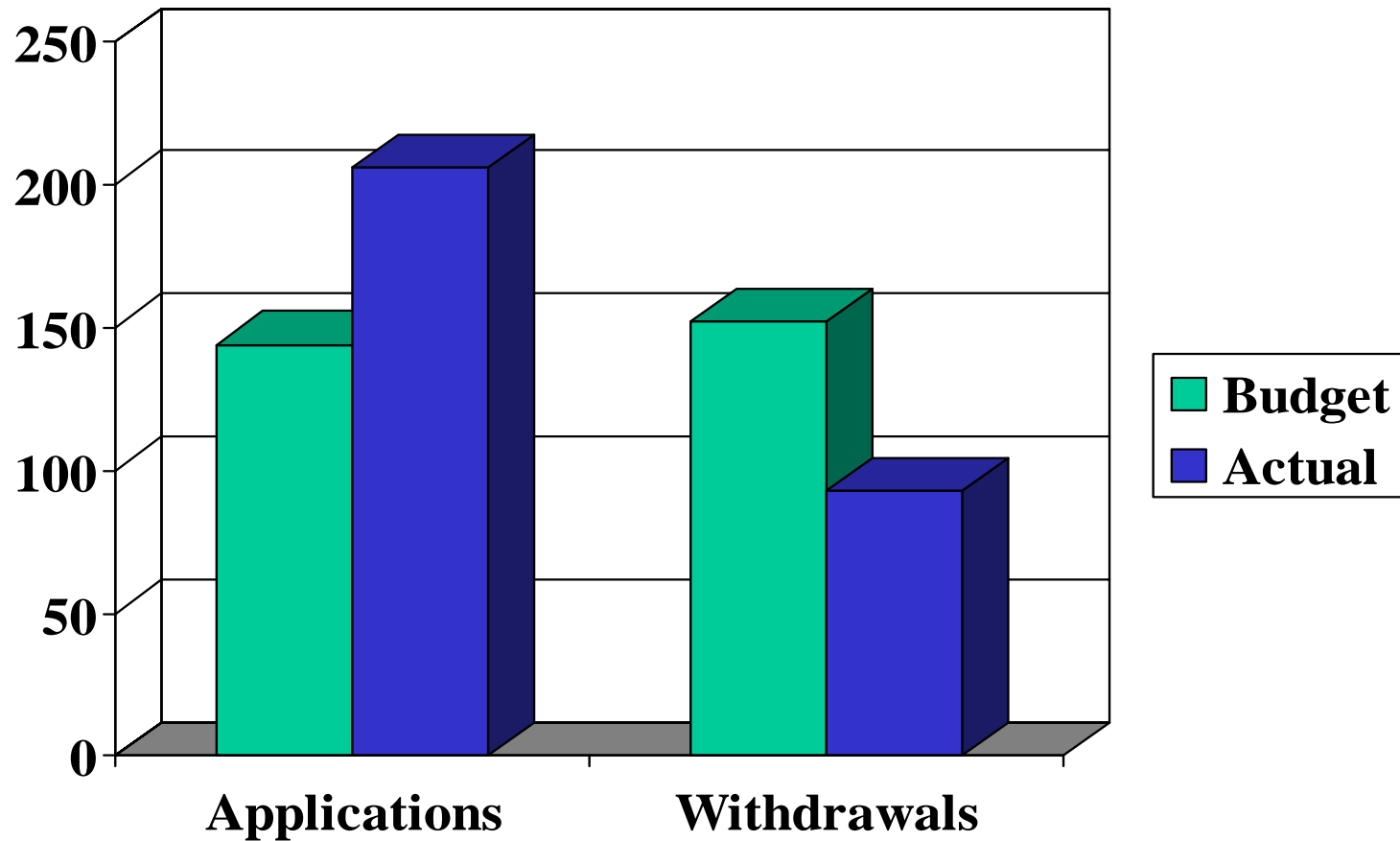
- **Surplus target** of +1% for accreditation programs, except the costs of new program development, expansion expenses and excluding investment income (or loss!!!!)
 - **+2.4%** for the year
- **Cash Reserves** to exceed \$500K
 - **+\$856K** as of end of February 2009
- **Assets-to-Liability Ratio** above 1.5
 - **2.4** as of end of February

Year-to-Year Financials

| | 2007 | 2008 |
|----------------|----------|----------|
| Total Revenue | \$8.46M | \$9.78M |
| Net Income | - \$147K | - \$614K |
| Net Operations | - \$284K | + \$92K |
| Reserve | \$2.97M | \$2.34M |
| Assessor Days | 4,236 | 4,919 |

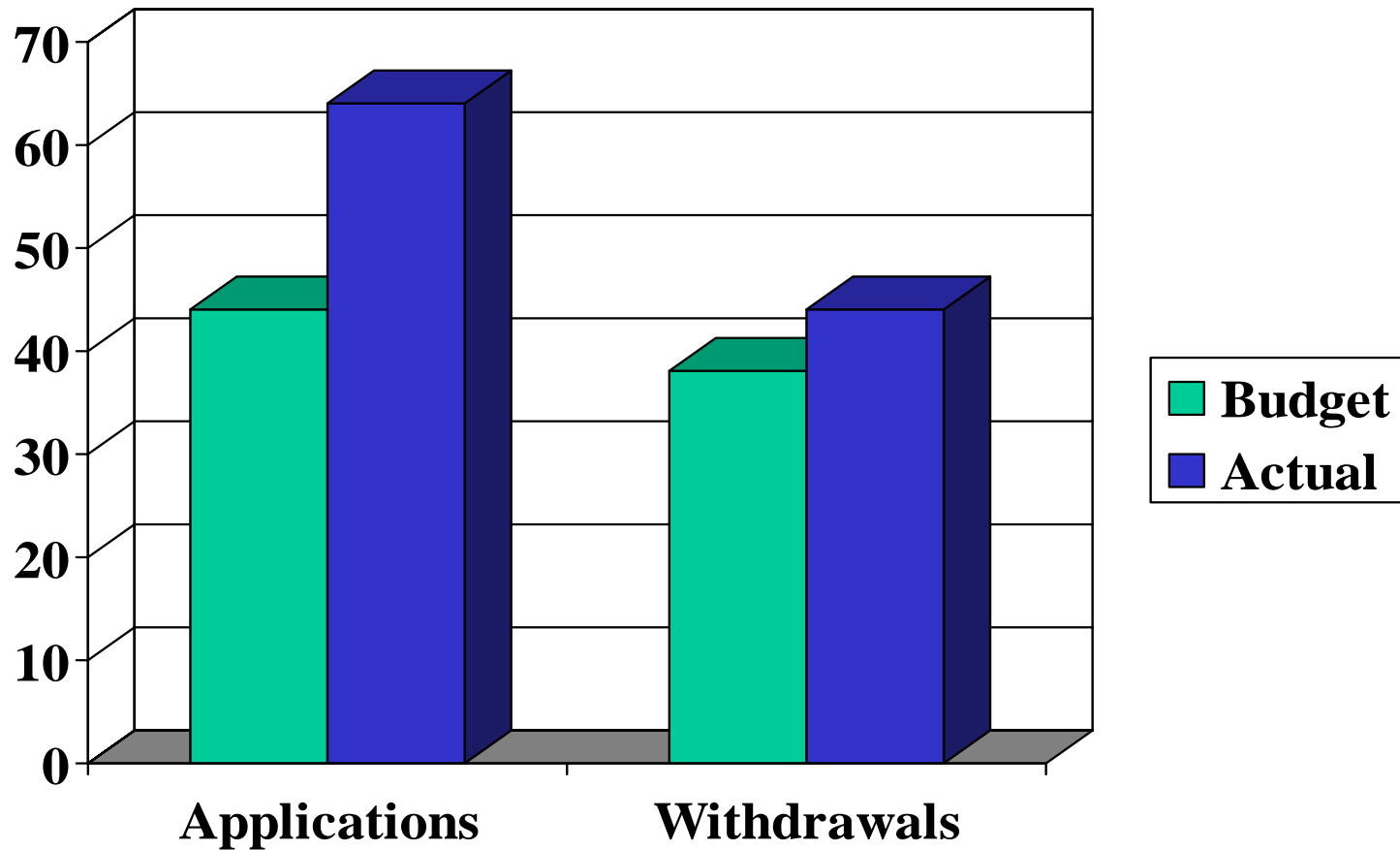
Applications and Withdrawals

For 2008



Applications and Withdrawals

First Three Months of 2009



Quality Measure: Complaints

| Type of Complaint | 2007 | 2008 |
|---|------|------|
| A2LA Policies | 7 | 5 |
| False Claims of Accreditation | 3 | 5 |
| Misleading Use of A2LA Symbol | 6 | 1 |
| Staff Responsiveness or Error | 2 | 8 |
| Assessor conduct | 1 | 4 |
| Lab disputes with assessor or other lab | 2 | 4 |
| Technical competence of accredited lab | 6 | 3 |
| Calibration Scope & Certificate Issues | 4 | 8 |
| Cost | 4 | 3 |
| <i>Total overall</i> | 35 | 44 |
| <i>Total deemed valid</i> | 26 | 35 |

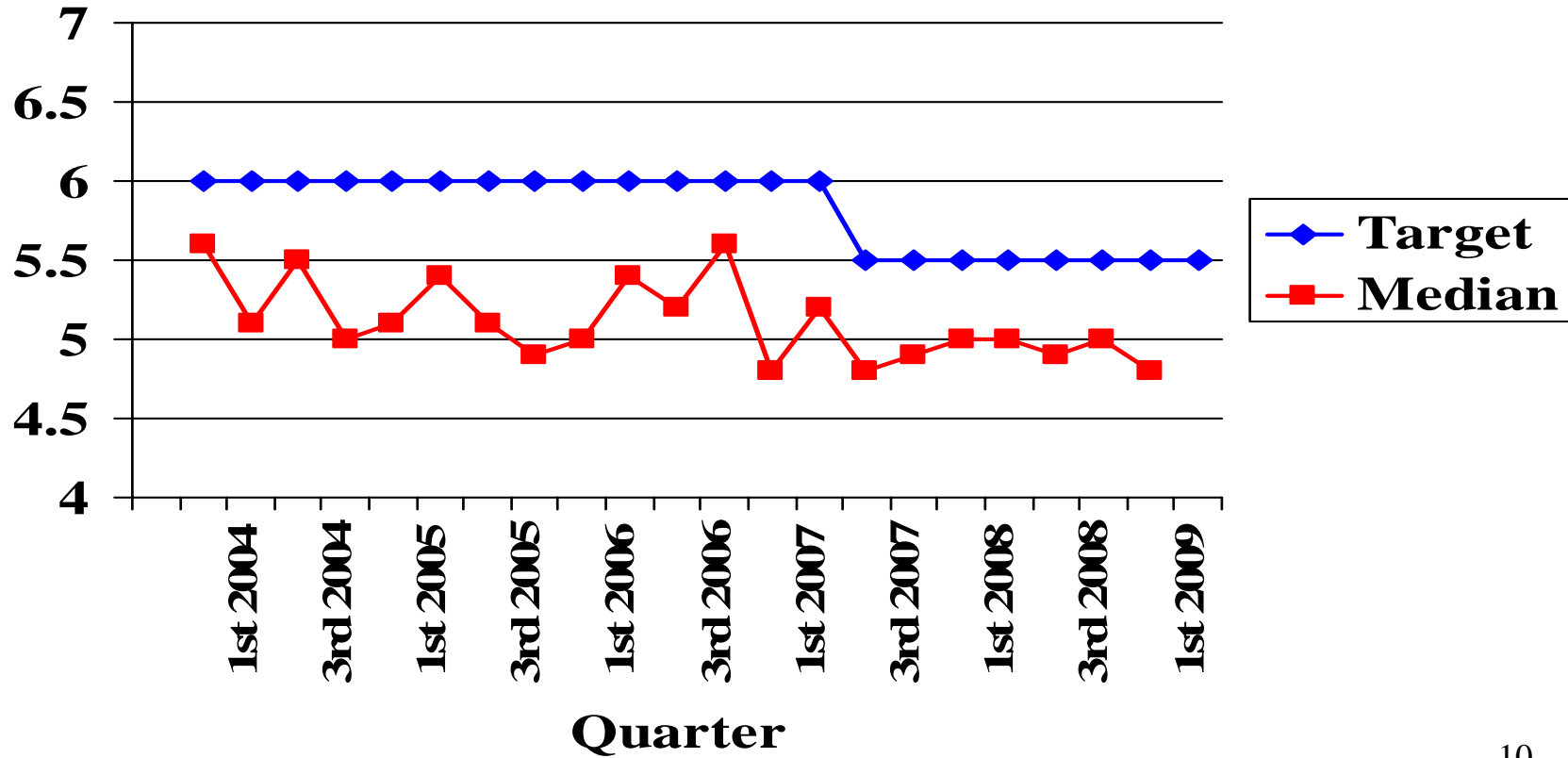
Quality & Value Measures: Laboratory Feedback

| Staff Attributes and Operational Performance | Average | # of 1's |
|---|----------------|-----------------|
| Staff responsiveness | 4.60 | 0 |
| Application to assessment | 4.37 | 1 |
| Assessment to accreditation | 4.08 | 1 |
| Benefit to Lab | 4.35 | 1 |
| Fairness | 4.52 | 1 |
| A2LA Documents | 4.09 | 2 |
| Cost effectiveness | 3.80 | 1 |
| Website | 4.10 | 0 |
| Newsletter | 4.00 | 0 |
| Overall | 4.46 | 0 |
| <i>Overall Average based on about 400 responses</i> | 4.24 | |

Quality Measure: Laboratory Feedback

| Assessor Attribute | Average | # of 1's |
|---|----------------|-----------------|
| Knowledge of Accreditation | 4.69 | 1 |
| Organization | 4.60 | 0 |
| Communications | 4.62 | 1 |
| Knowledge of criteria | 4.62 | 1 |
| Efficiency | 4.53 | 2 |
| Leadership | 4.56 | 0 |
| Poise | 4.61 | 7 |
| Thoroughness | 4.60 | 0 |
| Objectivity | 4.58 | 2 |
| Quality of assessment | 4.49 | 1 |
| <i>Overall Average based on about 400 responses</i> | 4.59 | |

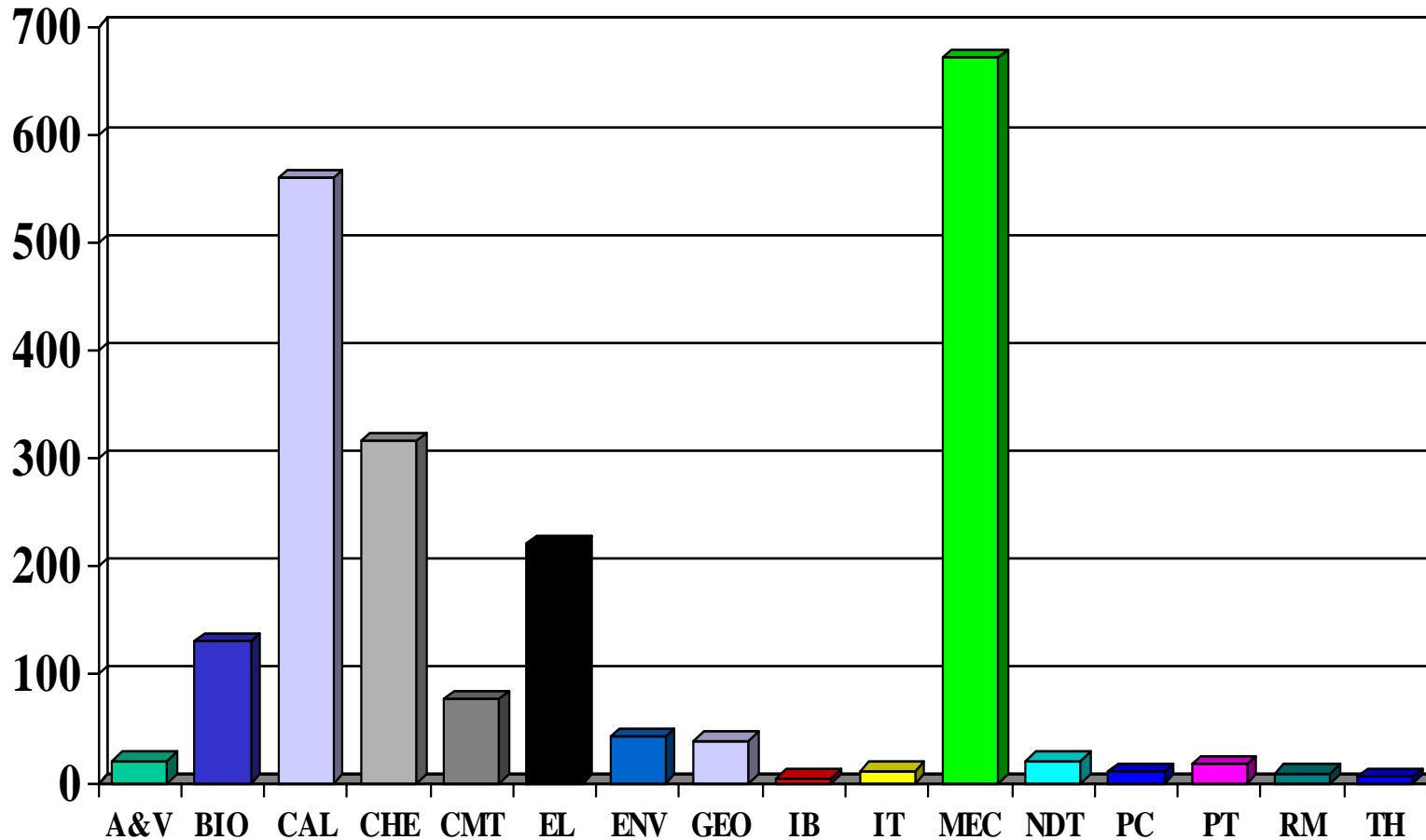
Months from Completed Application to Accreditation



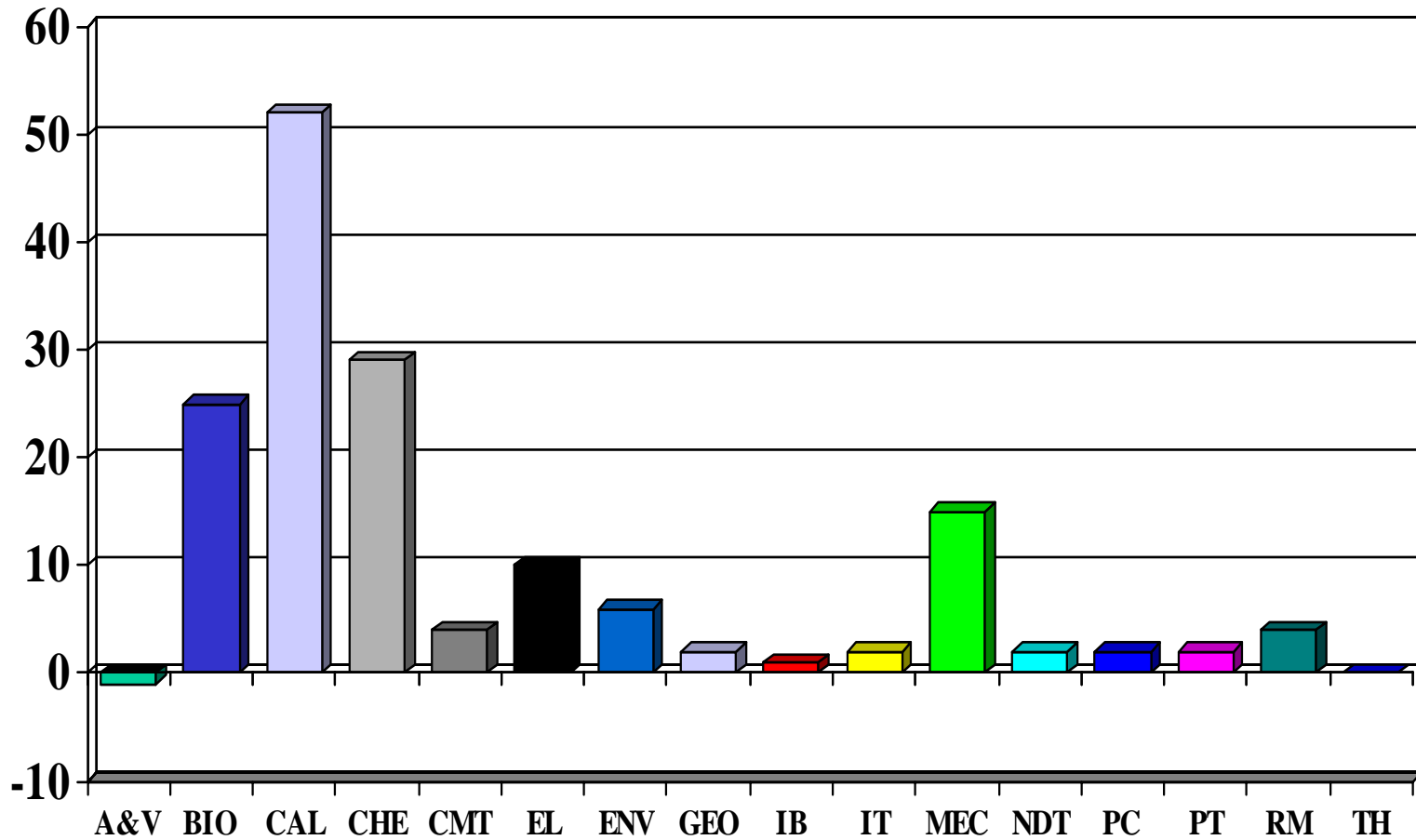
Top Ten Deficiency Types

- **1 – Specific deficiencies**
- **2 – 5.5 Equipment**
- **3 – 5.4 Method validation**
- **4 – Traceability**
- **5 – 4.3 Document control**
- **6 – 4.6 Purchasing**
- **7 – 4.13 Records control**
- **8 – Proficiency testing**
- **9 – 4.14 Internal audits**
- **10 – 5.9 Quality control**

*Number of Accreditations & Applicants
Per Field
(2158 total end of 2008)*

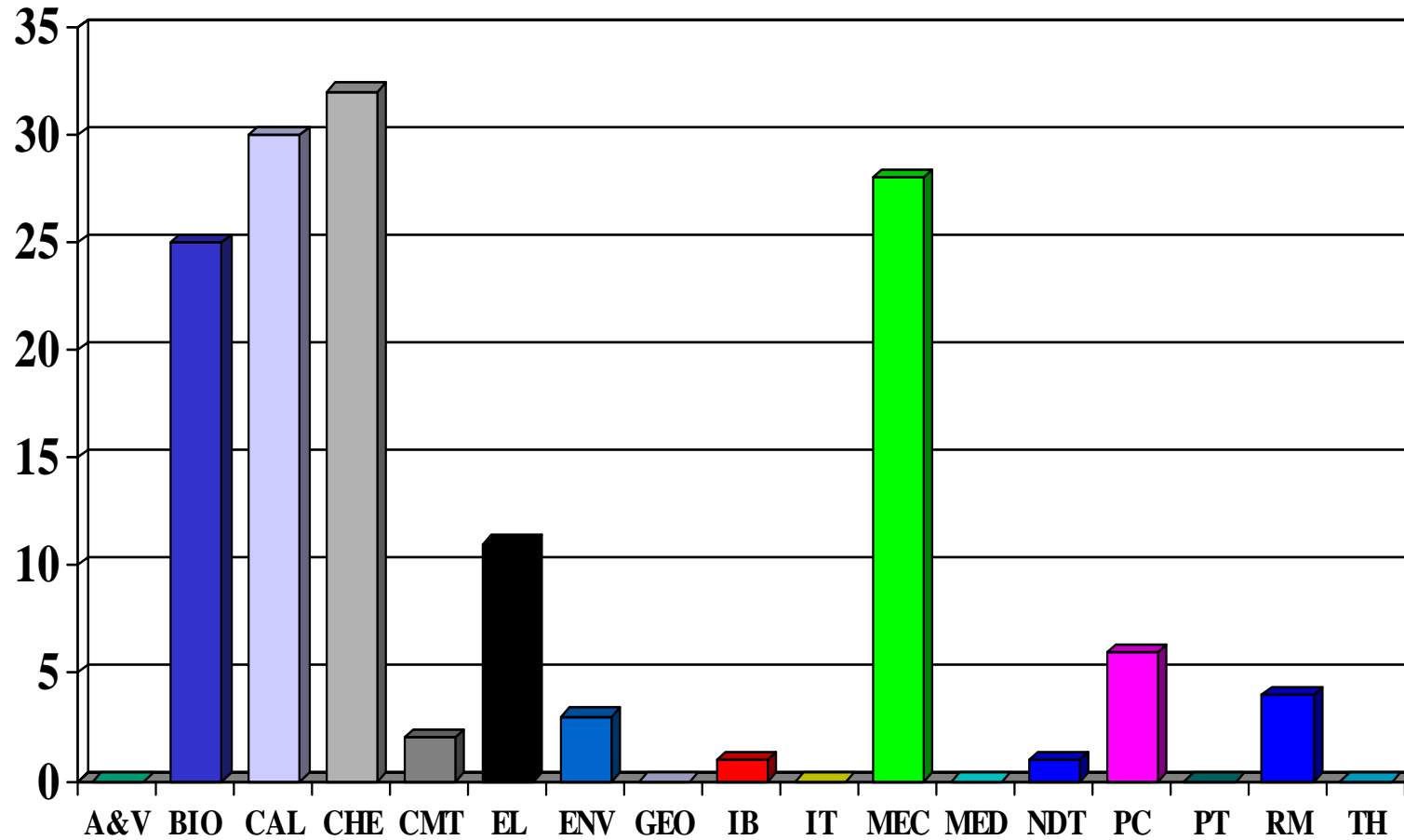


Change per Field (Last 15 Months)

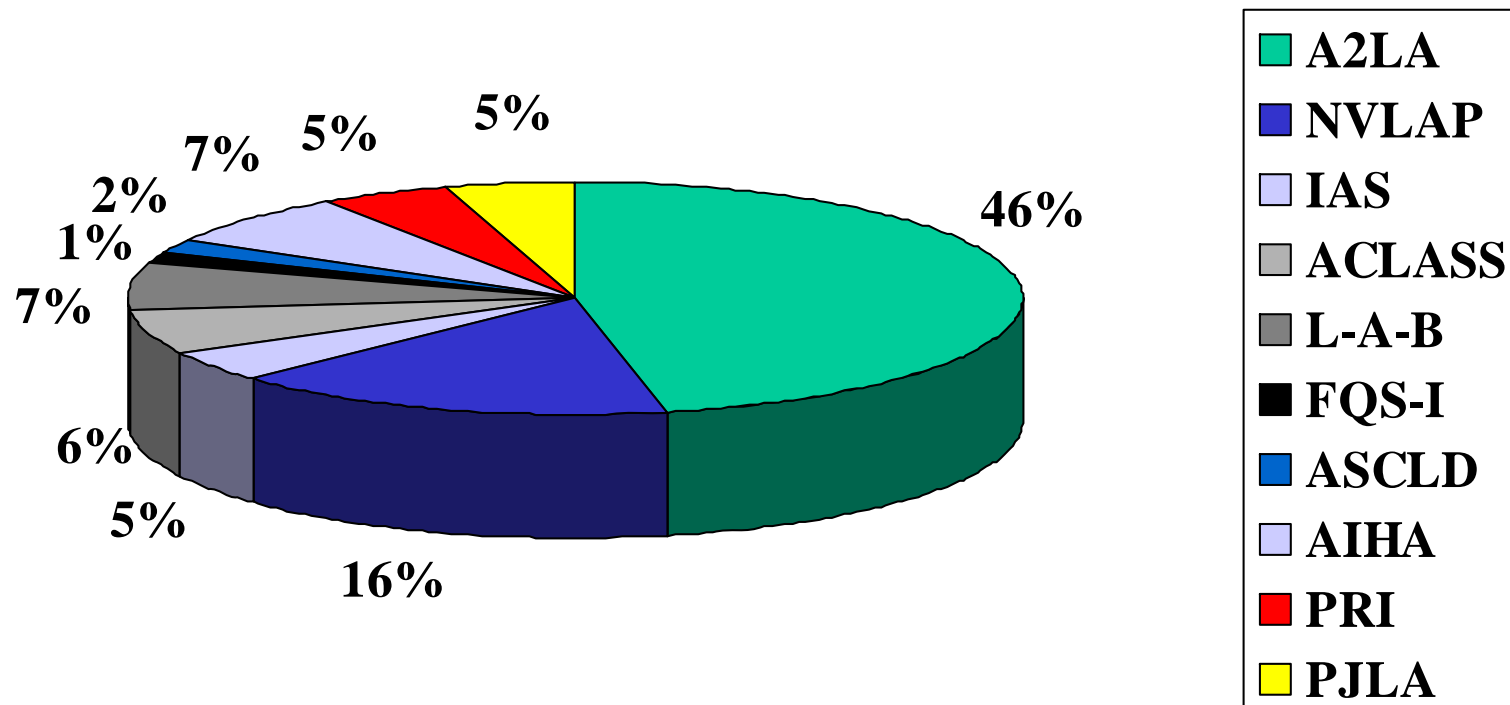


Applicants in Process

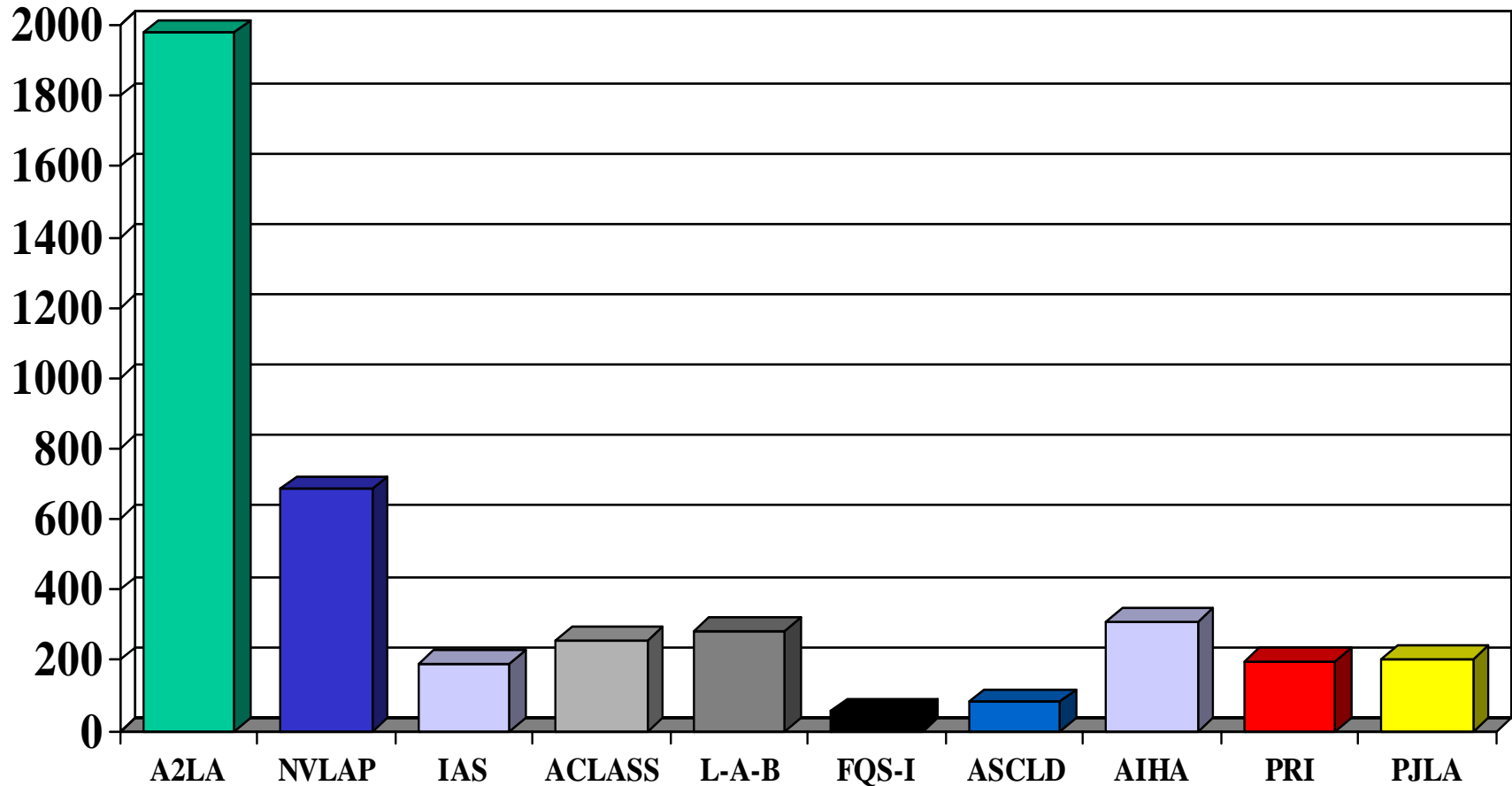
Per Field or Program (144 total)



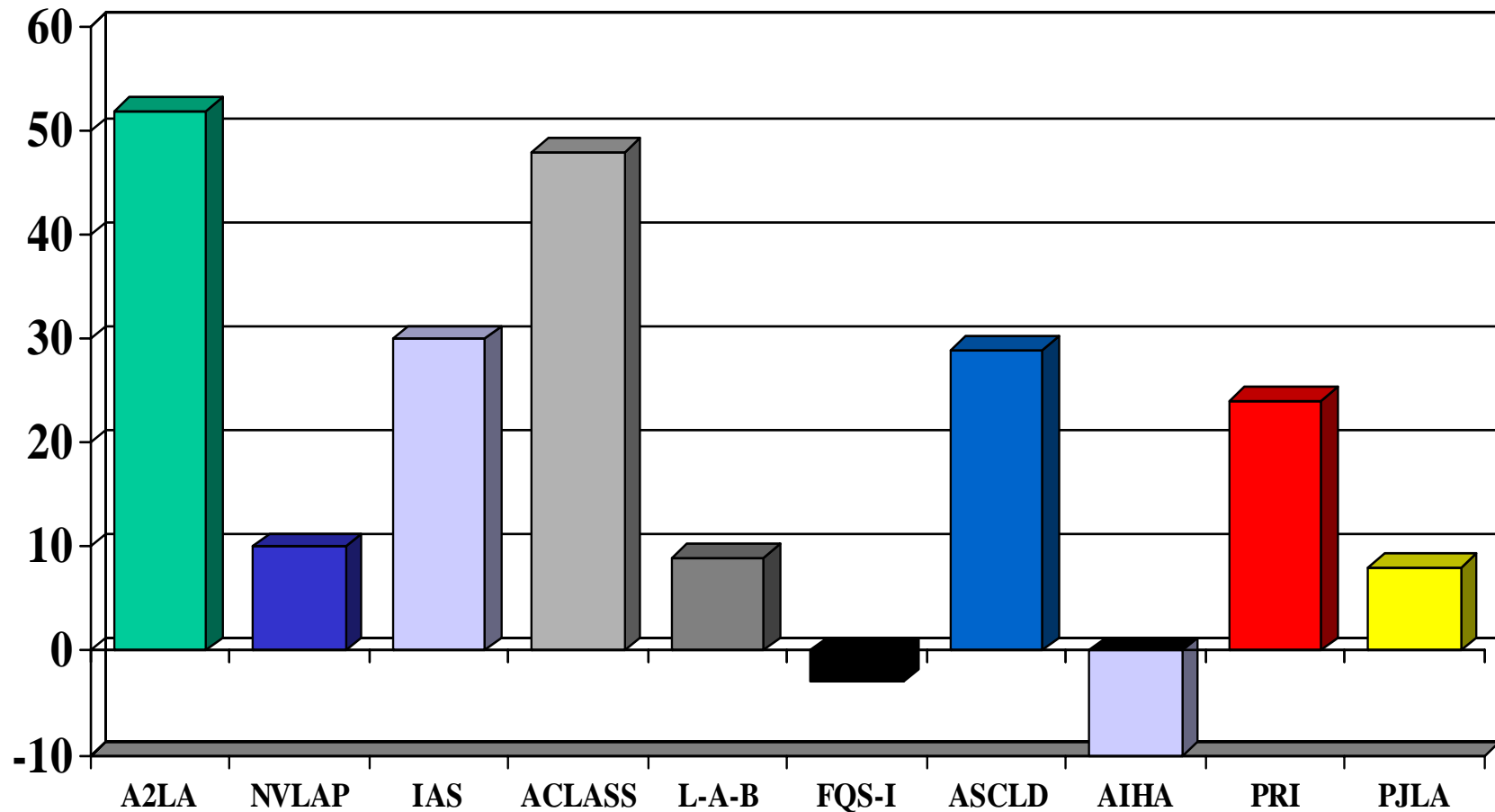
A2LA versus Other 17025 ABs (4244 total 17025 accreditations)



A2LA versus Other 17025 ABs (4244 total 17025 accreditations)



Growth in 17025 Accreditations per AB from 1 Apr 2007 to 1 Apr 2008 (1 year)



Federal Government Activities

Consumer Product Safety Commission

Department of Defense

General Services Administration

Food and Drug Administration

Environmental Protection Agency

Nuclear Regulatory Commission

Federal Communications Commission

Congress

Homeland Security Administration

Army Corps of Engineers

Federal Highway Administration

Centers for Medicare & Medicaid Services

New Specifiers of Accreditation

NYC Department of Buildings – IAS or equal

New York State, cigarette ignition - 17025

State of Illinois –Green Government

Coordinating Council - ILAC

NFPA-1401 ILAC

Wal Mart -17025

Micro Precision - A2LA

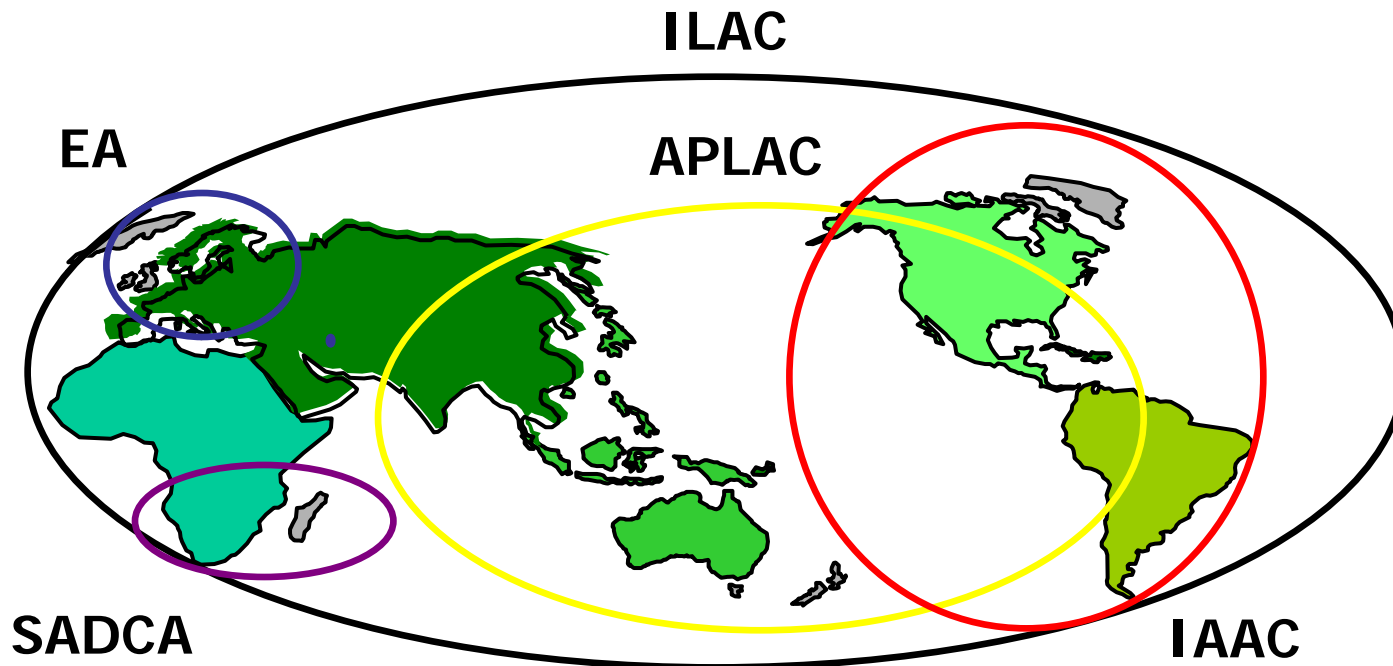
Crane Engineering – A2LA

Mattel - 17025

Ford (FMC-PPAP-4.0) - 17025

Hollister - 17025

International Activities



- EA** European co-operation for Accreditation
- APLAC** Asia Pacific Laboratory Accreditation Cooperation
- IAAC** Inter-American Accreditation Cooperation
- SADCA** Southern African Development Cooperation for Accreditation

Status of ISO Standards

- **ISO/IEC 17011, review deferred to 2010**
- **ISO/IEC 17025, review deferred to 2010**
- **ISO/IEC Guide 65, revised to be CD 17065**
- **ISO/IEC 17020, begun in 2009**
- **ISO/IEC Guide 43, DIS 17043 out for vote**
- **ISO Guide 34, under revision by REMCO**

Priorities

- **Continually improve customer service**
- **Reduce discretionary expenses**
- **Focus more attention on government activities**
- **Develop cooperative efforts with allies**
- **Reinforce branding**

New Hires: 2008-09

- **Lauren Moore, Accreditation Associate, May '08**
- **Jason Poore, Accreditation Officer, Sep '08**
- **Karin Athanas, Accreditation Officer, Dec '08**
- **Ashly Bowers, Accreditation Officer, Dec '08**
- **Christopher Gunning, Accreditation Officer, Mar '09**
- **Kimberly Watson, Accreditation Officer, Mar '09**

*Thank you for your
attention and support*

Questions?

Suggestions?

Email me: punger@a21a.org