



## American Association for Laboratory Accreditation

F231 – Pilot Program Post Assessment Questionnaire

Document Issued:  
2/15/2012

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### Introduction

It is the mission of the American Association for Laboratory Accreditation (A2LA) to provide world-class accreditation and training services for testing and calibration laboratories, inspection bodies, proficiency testing providers, reference material producers and product certifiers. These and other future services should create stakeholder confidence in the quality, competence and integrity of all A2LA-accredited organizations and in their products and services.


The A2LA pilot program process was developed to allow A2LA to grow and expand to meet customer and regulatory needs and ensure our continued status as the premier accreditation body. Through the attached questionnaire A2LA receives valuable feedback and information which will be used to refine and strengthen our programs.

We kindly request that you respond accurately and honestly to each question and we encourage your advice and criticism.

Organization Name	Master Code

### Part 1 Application Process and Assessment Scheduling

1. When preparing to apply with A2LA, were you able to find the forms you needed?
2. Did anyone assist you? If yes, who and did you find them helpful?
3. Did you feel that the turn-around-time from application to assessment scheduling was appropriate?
4. Were you comfortable with the dates chosen for your assessment?
5. What recommendations, if any, would you make to improve this process?


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## Part 2 Assessment Performance

1. Before your A2LA assessment a review was conducted of your quality management system documents and a report of potential issues was provided to you for review and action. Did you find this useful in preventing deficiencies and preparing for the assessment?
  
2. Do you feel that the assessment was conducted in an organized and professional manner?
  
3. Were you comfortable with the time needed to complete the assessment?
  
4. At the end of your assessment an assessor report, including the assessor deficiency report if applicable, was provided to you. Do you feel this document was reviewed with you in sufficient detail? Were all of your questions regarding this document answered?
  
5. What recommendations, if any, would you make to improve this process?

## Part 3 Assessor Competence and Performance

1. Were you comfortable with the assessor's knowledge of the ISO/IEC standard, A2LA specific requirements and technical requirements and their ability to assess your documents?
  
2. Do you feel that the technical assessor was knowledgeable of the technologies and procedures used at your facility?
  
3. Was the assessor able to answer your questions related to the ISO/IEC standard, A2LA or technical requirements?


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**Part 3 Assessor Competence and Performance (continued)**

4. **Were you comfortable with the style of the assessment? Were questions presented clearly and courteously? Did the assessor provide you with ample time to consider and respond to questions?**
  
5. **What recommendations, if any, would you make to improve this process?**

**Part 4 Post Assessment Processes**

1. **Following the assessment, was your correspondence with A2LA acceptable? Was A2LA staff able to assist you throughout the process?**
  
2. **If deficiencies were identified during your assessment, do you feel that the corrective action process was clearly described to you? Were you able to find the guidance needed to respond appropriately?**
  
3. **Do you feel that A2LA staff was fair, clear and concise when reviewing and responding to your corrective actions?**
  
4. **Was the turn-around-time from assessment to final accreditation appropriate?**
  
5. **If applicable, are you satisfied with the final version of your Scope(s)? Is the technical content listed on the scope a clear representation of what you do?**
  
6. **What recommendations, if any, would you make to improve this process?**

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**Part 4 A2LA Performance**

1. Was your assigned Accreditation Officer able to assist you throughout this process?
  
2. Were questions answered within a reasonable time frame?
  
3. Were you comfortable with A2LA staff’s knowledge of the ISO/IEC standard, A2LA specific requirements and technical requirements?
  
4. Did you visit the A2LA website during the course of this process? If so, were you able to locate the documents/information you were looking for?

**Part C. Mailing/Emailing Instructions**

If mailing, please return the entire questionnaire to:

**American Association for Laboratory Accreditation  
5301 Buckeystown Pike, Suite 350, Frederick, MD 21704**

If emailing, please submit to: [applications@A2LA.org](mailto:applications@A2LA.org)

**END OF APPLICATION**

**Document Revision History**

Date	Description
2/15/2012	Original issue of this document

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