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MESSAGE FROM  

the Chair of the Board

It has been an incredibly rewarding experience to watch A2LA continue to grow over the course of 2019. With my second year as the A2LA Board of Directors Chair complete, I am very proud of the collective work and cooperation demonstrated by board members and staff and of the accomplishments we’ve achieved in support of A2LA’s long-term success. There have been major changes over the course of 2019 that reflect A2LA’s steady growth and the natural evolution that entails. A strong partnership between our board and staff was crucial during these changes, and the effectiveness of this partnership was evident throughout the year.

The creation of A2LA WorkPlace Training as a totally separate entity and the offloading of all training away from A2LA was, of course, the most significant change A2LA has enacted in many years, but it was far from our only accomplishment. A2LA was the first Accreditation Body in the world to launch a new ISO 20387 accreditation program for biobanking facilities in 2019, and we further expanded our other programs - especially the cannabis and inspection body accreditation programs - throughout the year. All of this meant hiring more people and evaluating our strategies for long-term effectiveness. The role of the Board of Directors throughout this process remained consistent: to ensure sustainability, provide oversight, and maintain a clear picture of how A2LA will function both tomorrow and decades into the future.

Thanks in part to our restructure in 2018, the Board of Directors was well-equipped to handle the new challenges A2LA faced in 2019. With a smaller, more agile team, we collaborated effectively and balanced our support for A2LA staff with our focus on big-picture strategy. Well-executed changes to both the organizational structure and board structure are a crucial part of overall growth, and our many recent successes affirmed our strategic choices throughout 2018 and 2019.

Although my term as Board Chair will end in 2020, I would like to emphasize what a privilege it is to be a part of this organization, especially throughout this period in its evolution. Although the rest of the Board of Directors and I are volunteers, I think I speak for all of us when I say we gain as much from our relationship with A2LA as we put into it. I’d like to thank my fellow board members, as well as the A2LA staff for giving their all in 2019 and setting us up to make 2020 another excellent year.

Brad Goskowicz
Board of Directors Chair
Throughout 2019, the A2LA team achieved impactful successes and expertly managed many unique challenges. In late 2018 we navigated our organization’s first acquisition and began the complex process of separating A2LA’s training offerings into a new company, A2LA WorkPlace Training. 2019 has seen a continuation of this trajectory: implementing major changes within A2LA to support the long-term growth of both companies and establishing separate and distinct brand identities. This process required an incredible team effort, but it provided opportunities to thoughtfully reexamine our mission and strategize for how best to achieve our goals.

At A2LA we are constantly reaffirming our commitment to leadership in the accreditation industry. Many of the changes we made throughout 2019 helped us to refine our strategies for living up to this expectation. We focused on building team cohesion within our existing staff, maintaining clear communication, and minimizing disruption throughout the course of separating A2LA WorkPlace Training. We also made many new hires, expanding our accreditation services team, better developing our marketing team, and planning for a dedicated Customer Care Department, which will be fully actualized over the course of 2020.

We were also able to focus on building our brand domestically and internationally, as well as building our relationships in the accreditation industry. A2LA staff members were appointed to leadership positions in the international accreditation community: Trace McInturff is Chair of the Asia Pacific Accreditation Cooperation (APAC) MRA Council and Chair of the APAC MRA Management Committee, as well as an International Laboratory Accreditation Cooperation (ILAC) Executive; Adam Gouker is Chair of the APAC Technical Committee, and Rob Knake was appointed vice-chair of the MRA Committee and Group at the Inter-American Accreditation Cooperation (IAAC). Of particular importance in 2019 was the emphasis we placed on our Government Relations Department, led by Randy Querry. The Government Relations Department works with all levels of government to provide perspective on laws and regulations pertaining to accreditation. Mr. Querry’s relationships with lawmakers and officials will help us to proactively inform the decision-making process and facilitate our mission of “accreditation accepted everywhere.”

Our accomplishments in 2019 have set us up for a truly exceptional 2020, throughout which we expect to make further progress toward our strategic goals. To reflect A2LA’s renewed focus and sense of company identity, we also spent 2019 examining our core values and challenging ourselves to define in words what matters most to our organization. We have settled on five core values and defined what they mean to us:

- **Quality**: striving for excellence.
- **Integrity**: maintaining trust through honoring our commitments.
- **Community**: customer focused, service driven, people first.
- **Accountability**: set, share, and exceed expectations, make it happen.
- **Leadership**: advocating for a better world through accreditation.

These renewed core values will be our guiding principles through 2020 and beyond and will be integrated into every aspect of our operations. I would like to thank our members, customers, Board of Directors, and especially the A2LA staff – whether they have been here for months, years, or decades – for the hard work and commitment that has made our success possible.

Lonnie Spires,
President/CEO
A2LA is a non-profit, nongovernmental, public service, membership society dedicated to the formal recognition of competent laboratories and related activities.

During 2019, A2LA operated the following types of voluntary accreditation programs to recognize competency in support of assuring the quality of data used in decision-making:

- Accreditation of testing and calibration laboratories to ISO/IEC 17025:2017;
- Accreditation of clinical testing laboratories to ISO 15189:2012 and CLIA requirements;
- Accreditation of biobanks to ISO 20387:2018;
- Accreditation of inspection bodies to ISO/IEC 17020:2012;
- Accreditation of proficiency testing providers to ISO/IEC 17043:2010;
- Accreditation of reference material producers to ISO 17034:2016; and,

At the end of 2019, A2LA had 3,735 accredited certificates in its system representing all 50 states and a variety of foreign countries. (Note: The organizations in foreign economies pursued accreditation from A2LA due mostly to their desire to meet U.S. regulatory requirements.)

During 2019, A2LA maintained a membership of 661 individuals and organizations. Membership in A2LA is separate and distinct from accreditation. Members elect the Board of Directors, receive discounts on accreditation fees, and are encouraged to provide input on a variety of national and international activities and initiatives. Based on feedback from our membership, A2LA increased its membership’s access to value-added content and networking opportunities in 2019. We continue to make improvements for our members, with the addition of our new membership platform and continued commitment to provide regular content and ‘Ask the Expert’ forum discussions.

Recognition of A2LA accreditation programs comes from organizations around the world with which A2LA has mutual recognition arrangements or other forms of recognition.
Assessor selection is based on confirmation of the assessor’s technical expertise, successful completion of the training process, and continued satisfactory performance of assessments. The key requirement is deemed competence in the technical areas the assessors are assessing. All testing and calibration assessors are required to pass the five-day A2LA assessor orientation course that includes instruction on ISO/IEC 17025 as well as A2LA’s policies and procedures for performing assessments. Specialty assessor orientation courses are also held in the areas of product certification (focusing on ISO/IEC 17065), inspection (focusing on ISO/IEC 17020), clinical testing laboratories (focusing on ISO 15189 and CLIA requirements), biobanking (focusing on ISO 20387) proficiency testing providers (focusing on ISO/IEC 17043) and reference material producers (focusing on ISO 17034).

A2LA lead assessors must be approved by the A2LA Vice President of Accreditation Services (VPAS) on a yearly basis. The VPAS monitors and manages all newly trained assessors from initial training through to successfully completing the staff evaluation to conduct the technical and management system portions of the on-site assessment. All assessors are continuously monitored and are on-site evaluated on a regular basis. A2LA had more than 225 contracted assessors in 2019.

More than 150 assessors attended the 2019 A2LA Technical Forum and Annual Meeting in Reston, Virginia to discuss issues affecting accreditation and to continue development of policies to further consistency and uniformity in assessments. The focus for the A2LA Assessors at the 2019 Tech Forum was reviewing the new ISO/IEC 17025:2017 conformity assessment standard after being implemented for just over a year. A2LA staff presented some of the pain points that staff, Assessors, and CABs had with the new version of the standard and provided updates on changes to SOPs and Policies/Procedures that had been made. A2LA also conducted an Assessor Training session on ‘Essential Communications’ due to the changing of the ISO/IEC 17025 standard into a significantly less prescriptive standard. This course was developed to enable Assessors to effectively gather the facts to establish confidence in the laboratory’s competence in order to produce consistent and valid data.
Membership in the Association

A2LA is a professional society driven for and by its members. We forge strong connections with professionals who believe in the same vision: “Accreditation Accepted Everywhere.” Our members receive the information, education, and resources needed to advance their personal and career objectives in the field of accreditation.

A2LA is committed to the following objectives:

- **Provide** forums for members to build relationships with tangible business benefits, including networking, education, and advocacy.
- **Foster** a comprehensive peer network of industry professionals through the A2LA Technical Forum and other networking opportunities.
- **Support** government and global affairs efforts through work with legislative, regulatory, and industry groups that share common goals.
- **Lead** by example within quality assurance, accreditation, and technical communities to support our vision of creating a single accreditation that is accepted everywhere.
- **Advocate** for this vision among global peers while developing reciprocal recognition of our accredited results.
- **Promote** clients with a global interest.

As of December 31, 2019, membership in the Association was as follows:

<table>
<thead>
<tr>
<th>Membership Type</th>
<th>Number of Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accreditation Council Member</td>
<td>231</td>
</tr>
<tr>
<td>Honorary Member</td>
<td>6</td>
</tr>
<tr>
<td>Individual Member</td>
<td>120</td>
</tr>
<tr>
<td>Institutional Member</td>
<td>5</td>
</tr>
<tr>
<td>Organizational Member</td>
<td>299</td>
</tr>
<tr>
<td><strong>Total Members</strong></td>
<td><strong>661</strong></td>
</tr>
</tbody>
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Financial Summary

A comparison of the total revenue and support plus investment income less expenses resulting in a change in net assets (in $000s) for the years ended at December 31st since 2013 is shown below.

<table>
<thead>
<tr>
<th></th>
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<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Revenue &amp; Support *</td>
<td>$21,690</td>
<td>$19,263</td>
<td>$18,209</td>
<td>$16,382</td>
<td>$15,628</td>
<td>$14,422</td>
<td>$13,424</td>
</tr>
<tr>
<td>Total Expense</td>
<td>$19,848</td>
<td>$18,826</td>
<td>$17,540</td>
<td>$15,634</td>
<td>$15,151</td>
<td>$14,056</td>
<td>$13,017</td>
</tr>
<tr>
<td>Change in Net Assets</td>
<td>$1,842</td>
<td>$437</td>
<td>$669</td>
<td>$748</td>
<td>$477</td>
<td>$366</td>
<td>$407</td>
</tr>
</tbody>
</table>

* Includes investment income and losses.
INTERNATIONAL MUTUAL RECOGNITION (ILAC)

The International Laboratory Accreditation Cooperation (ILAC) Mutual Recognition Agreement (MRA)

On November 2, 2000, A2LA signed the mutual recognition arrangement with the International Laboratory Accreditation Cooperation (ILAC). The Arrangement was signed in Washington, D.C. at the General Assembly of the International Laboratory Accreditation Cooperation (ILAC) and entered into force on January 31, 2001. More than 30 accreditation bodies from 26 economies signed the arrangements. Since then, additional accreditation bodies have become signatories.

A cornerstone of the ILAC MRA is the utilization of existing regional arrangements established in the Americas (IAAC), the Asia-Pacific region (APAC), Europe (EA), the Arab region (ARAC) and Africa (AFRAC). The bodies participating in these regional arrangements are responsible for maintaining the necessary confidence in the competence of their member accreditation bodies that are signatories to the new ILAC Arrangement.

By signing the ILAC MRA, the signatory accreditation bodies commit to promoting acceptance of the conformity assessment reports issued by the Conformity Assessment Bodies (CABs) accredited by the signatory accreditation bodies.

A2LA is recognized by ILAC under the following scopes:

- ISO 15189 (Medical)
- ISO/IEC 17020 (Inspection)
- ISO/IEC 17025 (Calibration)
- ISO/IEC 17025 (Testing)
- ISO/IEC 17043 (PTP)
The International Accreditation Forum (IAF) is an association of accreditation bodies interested in conformity assessment in the fields of management systems, products, services, personnel and other similar programs. A2LA is a signatory to the IAF Multilateral Arrangement (IAF MLA) as of May 16, 2011 for the main scope, Product Certification. Accreditation body members of IAF are admitted to the IAF MLA only after a stringent evaluation of their operations by a peer evaluation team which is responsible for ensuring that the applicant member complies fully with both international standards and IAF requirements. The primary function of the MLA is to develop a single worldwide program of conformity assessment which reduces risk for business and its customers by assuring them that accredited certificates may be relied upon.

**A2LA is recognized by IAF under the following scope:**

- ISO/IEC 17065 (Product Certification)

The Asia Pacific Accreditation Cooperation (APAC) was established on January 1, 2019 by the amalgamation of two former regional accreditation cooperations – the Asia Pacific Laboratory Accreditation Cooperation (APLAC) and the Pacific Accreditation Cooperation (PAC).

**History of APLAC**

APLAC was initiated in 1992 as a forum for laboratory accreditation bodies in the Asia Pacific region. The APLAC Memorandum of Understanding (MOU), formally establishing APLAC, was signed in April 1995 by the founding members.

The inaugural signing of the APLAC Mutual Recognition Arrangement (MRA) occurred on 19 November 1997, with 7 accreditation bodies signing the MRA for testing and calibration (including A2LA). The MRA was extended in November 2003 to include inspection, and in April 2007 to refer specifically to ISO 15189 (the international standard applied to medical laboratories) that had previously been included under the “testing” scope of the MRA. The inaugural signing of the extended APLAC MRA to include accreditation of reference material producers (RMPs) took place in December 2007. The inaugural signing of the extended APLAC MRA to include accreditation of proficiency testing providers (PTPs) took place in June 2014. A2LA was included in each of the inaugural signings. At the end of 2018, APLAC had 38 accreditation bodies that were MRA signatories.
History of PAC

PAC was initiated in 1995 and approved the initial version of its Multilateral Accreditation Arrangement (MLA) in 1997. In 1998 the first 5 accreditation bodies signed the MLA for the scope of accredited quality management systems (QMS) certification. Over the following years other scopes were added such as other types of management system certification (e.g. environmental management systems, food safety management systems), product certification, person certification and greenhouse gas validation and verification. At the end of 2018 PAC had 26 accreditation bodies that were MLA signatories.

A2LA is recognized by APAC under the following scopes:

- ISO 15189 (Medical)
- ISO/IEC 17020 (Inspection)
- ISO/IEC 17025 (Calibration)
- ISO/IEC 17025 (Testing)
- ISO 17034 (RMP)
- ISO/IEC 17043 (PTP)
- ISO/IEC 17065 (Product Certification)

INTERNATIONAL MUTUAL RECOGNITION (IAAC)

The Inter-American Accreditation Cooperation (IAAC) Multi-Lateral Arrangement (MLA)

On October 24, 2002, A2LA, INMETRO (Brazil) and SCC (Canada) signed the Inter-American Accreditation Cooperation (IAAC) multi-lateral arrangement.

The IAAC is an association of accreditation bodies and other organizations interested in conformity assessment in the Americas.

A2LA is recognized by IAAC under the following scopes:

- ISO 15189 (Medical)
- ISO/IEC 17020 (Inspection)
- ISO/IEC 17025 (Calibration)
- ISO/IEC 17025 (Testing)
- ISO 17034 (RMP)
- ISO/IEC 17043 (PTP)
- ISO/IEC 17065 (Product Certification)
Staff members from A2LA continue to hold key leadership positions in ILAC, IAF, APAC and IAAC.

Trace McInturff, A2LA Vice President, Accreditation Services, is the Chair of the APAC MRA Council and APAC MRA Management Committee and is a member of the APAC Technical Committee and the APAC Executive Committee. He served as a member of the ISO CASCO Working Group 44 on the revision of ISO/IEC 17025 and is a recognized lead evaluator for ILAC, APAC and IAAC. Trace remains very active with ILAC serving as a member of the ILAC Accreditation Issues Committee (AIC), ILAC Arrangement Committee (ARC), ILAC Proficiency Testing Working Group (PTWG), ILAC Inspection Committee (IC), the Joint ILAC/IAF A-Series Working Group, the ILAC Accreditation Management Committee (AMC) and ILAC/IAF Joint Management Committee (JMC), and serves as the APAC Representative on both the ILAC Executive Committee and the ILAC/IAF Joint Executive Committee. He is the Co-convener of the ILAC/World Anti-Doping Association (WADA) Liaison Committee; and is the A2LA Delegate to the ILAC General Assembly and the APAC MRA Council and General Assembly.

Rob Miller, A2LA General Manager, is a recognized lead evaluator for IAAC and APAC. He is also a member of the IAF Technical Committee (TC), IAF MLA Committee (MLAC), IAF Product Certification Working Group (PCWG), IAAC Executive Committee, IAAC Laboratory Subcommittee (LSC), IAAC Certification Body Subcommittee (CBSC), IAAC Peer Evaluator Management Subcommittee (PEMS) Vice-Chair, IAAC Inspection Body Subcommittee (IBSC) and is the A2LA Delegate to the IAF General Assembly, IAF MLA Committee, IAAC General Assembly, IAAC MLA Group and IAAC MLA Committee.

Adam Gouker, A2LA General Manager, is a recognized lead evaluator for IAAC and APAC. He served on the ISO CASCO Working Group 49 on the revision of ISO/IEC 17000; and is the current Chair of APAC’s Technical Committee 1 (TC1). He is also a member of the ILAC Accreditation Issues Committee (AIC) and the ILAC Arrangement Committee (ARC).
Rob Knake, A2LA Accreditation Manager, is a recognized lead evaluator for APAC and IAAC, and serves as a trainer of peer evaluators for both regions. He is also the current Vice Chair of the IAAC MLA Committee (MLAC) and IAAC MLA Group (MLAG), a Member of the IAAC Laboratory Subcommittee (LSC), member of the IAAC Peer Evaluator Management Subcommittee (PEMS), NCSLI Executive Vice President of the Board of Directors, and member of the IAF/ILAC Joint Management Committee (JMC).

Randy Querry, A2LA Director of Government Relations, is a Lead Evaluator for both APAC and IAAC.

Beth Carbonella, A2LA Accreditation Manager, is a recognized evaluator for APAC and IAAC.

National Activities

A2LA National Involvement

Standardization activities in accreditation and conformity assessment remain a high priority for the Association. A2LA participates in ISO activities, including several ASTM committees. A2LA also participates in the ANSI International Conformity Assessment Committee to provide input to the ISO standardization process. Staff members are also involved in numerous ASTM, ANSI and NCSL International committees related to technical and accreditation issues.

A2LA staff’s commitment to serving on these and numerous other committees enables the Association to provide insight on conformity assessment activities, as well as to gain knowledge from the given industry groups. This provides us with a better understanding of the needs of our stakeholders and accredited entities.
The A2LA Accreditation Council (AC) consists of volunteer members who are appointed by the Vice President, Accreditation Services. Members are qualified based on their experience and demonstrated knowledge of the relevant conformity assessment standards, in addition to appropriate technical areas for which they review AC packages. The council’s primary responsibility is to review completed assessment packages and make final decisions on the accreditation of each conformity assessment body under A2LA’s program. AC members are continuously monitored via their responses to each AC ballot. In addition, an overall evaluation of the entire AC membership is conducted annually to ensure all members are aligned with established criteria for responsiveness and general AC guidelines. At the end of 2019, A2LA’s AC membership consisted of 223 individuals.

In 2019, more than 100 Accreditation Council members attended the annual AC meeting which is held in conjunction with the A2LA Technical Forum. Meeting topics included a review of AC performance statistics and trends in voting history. A2LA staff also provided members with updates and refresher training on use of the A2LA database.
The Association is managed by its Board of Directors (BOD). The 2019 Officers and BOD included (as of December 31, 2019):

**EXECUTIVE COMMITTEE:**
CHAIR: Brad Goskowicz  
VICE CHAIR: David Evanson  
SECRETARY/TREASURER: Mary Kay Krogull

**MEMBERS:**  
Brian Kenna  
Judith Morgan  
Robin Stombler  
Tony Youssef  
Niel Zuern

**EX-OFFICIO:**  
Lonnie Spires

**COUNSEL:**  
Darla McClure