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A Focus for Analytical Chemistry in Europe

8th PT/EQA Workshop
Berlin 2014

Working Group 2

User perspective of PT/EQA

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- **Convenors:**
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Timetable

- 13:30 – 13:40 Welcome and introductions
- 13:40 – 14:20 Discussions in 4 small groups
- 14:20 – 15:00 Outcome and General Discussion based on the group works

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Working group 2

- 41 Participants
- 80% PT provider
- 18% Laboratory
- 2% Accreditation body

- Discussion 4 main questions and several sub questions

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Observations

- In every group there was lively discussion.
- Everyone forgot the time

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How does your PT/EQA provider interact with you to collect your views on its services or how do you as a PT/EQA provider collect feedback on your services?

- Meeting after PT
- Survey
  - Response surveys are often low
  - Two kind of surveys: general and specific
  - Survey once a year
  - Results user group seminar/webinar

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How does your PT/EQA provider interact with you to collect your views on its services or how do you as a PT/EQA provider collect feedback on your services? (Part 2)

- Wishlist on website
- Difficulties of briefing customers over the world
- User group meetings (environmental)
- Small company/schemes direct feedback
- Big companies/schemes need survey

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From the discussions around Question 1, what are the main issues being fed back?

- **Costs**
- **Turnaround time**
- Transport extra costs
- Customs declaration
- Technical problems matrices → expert
- Technical support (support method/report)
- Service and logistics
- Participants want very quick report
- Sample amount (mostly to little)
- New parameters more work
- Strict timing samples
- Late response different approaches
  - Some PTP strict, other sometimes flexible
- Reminders before due-date helps

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Can the PT/EQA provider's service be improved to assist laboratories quality work? Give examples.

- There was a wild variety of PT
- More stimulating the participants by providing document and expertise
- Most participant (80%) look only on z-scores
- PT provider could emphasis to use also other information in reports
- PT provider could help to analyse the "non-conformatives

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Can the PT/EQA provider's service be improved to assist laboratories quality work? Give examples (part 2)

- Help with meeting, go through all steps of the PT (e.g. homogeneity/stability) then final report.
- PTP could give more notes and observations in reports
- Educational aspects e.g. unusual analytes or concentrations
- Methods comparability

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Should it be mandatory for PT/EQA participants to report measurement uncertainty, where relevant?

- Participants don't have expertise in uncertainty for all parameters
- PT reports can be used for uncertainty calculations
- PTP could help participants to calculate and report uncertainty

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Should it be mandatory for PT/EQA participants to report measurement uncertainty, where relevant? (part 2)

- If laboratories/methods are not accredited, there could be no harmonisation of uncertainty values be possible
- Not relevant
- Depends
- Cannot be forced

Thank you for your fruitful

contribution to this working group