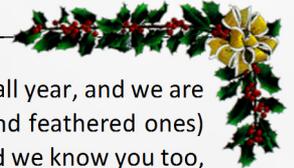




SEASON'S GREETINGS



Our previous (and first) general newsletter was met with a surprising and positive response, so we thought we would do it again! We continue to invite you to give us your feedback and encourage you to approach us with ideas, suggestions and comments on anything and everything.



It's been an incredibly busy year at Global Proficiency. The proverbial foot has been to the floor all year, and we are all looking forward to a well-earned break and spending time with family (the human, furry and feathered ones) and loved ones. We have enjoyed working alongside each and every one of you during 2016, and we know you too, will be looking forward to a breather and some relaxation time. We would like to take this opportunity to thank you ALL so very much for your continued support, positive feedback, suggestions, ideas and, at times, patience. Please be safe, and have a happy and relaxing break, no matter the length, and we will see you all for a new and exciting year in 2017.



Please note that Global Proficiency will be closed from the 23rd of December. Our New Zealand Office will reopen on the 9th of January, and our Australian Office will reopen on the 16th of January.

RMP ACCREDITATION

It's taken a huge effort, but we are pleased to announce that our application to become an accredited Reference Material Provider (RMP) has been submitted, and we are now waiting for the audit. It's been a long and, at times, difficult process, but we are hopeful that we will achieve accreditation which will enable us to offer world class Certified Reference Materials in addition to our current Reference Materials. For more information on currently available reference materials please visit;

www.global-proficiency.com/reference-materials/



To help make data entry easier and improve your experience with VP+ we will be releasing on-line data entry training videos. Don't forget that in addition to entering your own data, you can maintain your lab and contact details; download newsletters, programme guides, instructions and general information; order reference materials, and send us your comments, suggestions and feedback anytime. Please contact us if you would like a login to our dedicated customer portal;

enquiries@global-proficiency.com or vppsupport@global-proficiency.com.

SURVEY

Our annual customer survey will be sent out in February 2017. We strive to provide the best possible service and this is your opportunity to tell us what you think. Without your feedback, we can't improve, but we recognise that it's often a time consuming exercise filling in surveys and commenting on services. For this reason all feedback is important and gratefully received! Keep an eye out for the survey coming your way soon!



GP STAFF

Global Proficiency are delighted to introduce Shaerii Sharma to the team as the WaterChek Programme Leader - Chemistry.

"I have been a part of the Global Proficiency family since the end of June this year. As Programme Leader of Water Chemistry at Global Proficiency, I am learning so much and enjoy planning, developing and troubleshooting different parts of the programme with enormous support from the team members. Our location is fantastic and I love the open spaces and views from the office window.



My interest in the field of chemistry and achieving the University of Otago doctoral scholarship motivated me to come to New Zealand from India to study for a PhD. Since then, I have immensely enjoyed the company of the local people, food (fish and chips have become one my favourite foods) and travelling to some absolutely breath-taking locations around the country. I have made some amazing friends and have enjoyed every day since my arrival here.

I look forward to being a fulfilling team member for the Global Proficiency team and contribute towards achieving our goals in the years to come. Shaerii."

NEW

Last year we added a successful new category to our WaterChek programme – Sea Water Chemistry. This year we added Pool Water which, unfortunately, hasn't yet reached the threshold required to offer it as a regular category. If you would be interested in participating in a Pool Water proficiency round, please get in touch with the WaterChek Programme Leader. For more information contact waterchek@global-proficiency.com.

We have sourced alternative Nalgene packaging to prevent leakage and improve quality for MilkChek samples and Ice cream samples. These will be shipped in the New Year.

DataChek

Need help with your in-house calculations? Repeatability? Measurement Uncertainty? Maybe you've run, or would like to run a method validation trial? We can help! We have experience in method validation, data analysis and repeatability and MU evaluation. Please contact us anytime for more information on our DataChek service;

enquiries@global-proficiency.com

WORKSHOPS

In Nov this year, Marion travelled to Fiji to train nine Laboratory Staff in Measurement Uncertainty, Method Validation & Repeatability.

The training focused on the inter-related nature of ongoing Laboratory QC, Uncertainty of Measurement, Measurement Capability Studies, Method Validation, Repeatability and Reproducibility. Particular emphasis was made regarding where to find vital information in APHA Standard Methods for the Examination of Water and Wastewater (2012).

Marion sincerely appreciated the teams courtesy, enthusiasm and friendliness – "it was a pleasure to pass on my kete-aronui (basket of knowledge) to your team".

CONTACT US TO DISCUSS YOUR REQUIREMENTS

enquiries@global-proficiency.com

or visit our website at

<http://www.global-proficiency.com/>

