



# Global Proficiency's NewsChek

Issue 1, April 2020

## Programme

There have been a number of recent changes to our Proficiency Testing Schemes:

- **VeriTest® Cultured Products** – a new programme dedicated to Cultured Products, which currently features plain yoghurt.
- **VeriTest® UHT Products** – a new programme available to all customers that combines existing categories previously only available to our NZ and Australian milk programme participants. Currently this new programme includes full fat UHT milk but in the future we hope to add other UHT products such as flavoured milk and cream.
- **VeriTest® Ice Cream** – unfortunately this programme is no longer offered due to declining participation.

Global Proficiency has a dedicated programme development team. If your laboratory has additional requirements to our current services, we encourage you to discuss what we can do for you by contacting us at:

[enquiries@global-proficiency.com](mailto:enquiries@global-proficiency.com)

## Reference & QC

We have recently achieved accreditation to ISO 17034 – General requirements for the competence of reference material producers.

In addition to our standard Quality Control Materials, we now offer a range of Reference Materials for various industries included in our scope of accreditation:

- Food & Beverage
- Dairy & Milk
- Environmental & Agricultural

One of these is a Whole Milk Powder Certified Reference Material, available in 5 x 10g foil sachets.

For more information, contact us now!

## Covid-19

Global Proficiency is considered an essential service supporting the food industry and testing laboratories, and will continue to operate throughout the various alert levels around the globe.

Our staff have made significant changes to ensure we are fully operational and able to continue to meet demand for all proficiency and reference material services and products. As per lockdown restrictions, those who are able to work from home are doing so, but we also continue to have dedicated staff on-site preparing and despatching samples while keeping themselves safe.

We would like to thank our customers for their patience during this time.

## Upcoming Rounds

### Round 4

- LipidChek (Fat)
- MilkChek
- WaterChek Chemistry (Effluent)
- DairyChek
- Meat, Water, Pathogens, Food (RLP)
- VeriTest® UHT Products

- NurtureChek
- BactoChek

### Round 5

- WaterChek Chemistry (Seawater)
- TimberChek
- NurtureChek

## Customer Survey

On Monday 23rd March we sent out the 2020 Customer survey giving you an opportunity to share your feedback with us.

The survey covers most aspects of our business including customer service, information, value, current offerings, new ideas, R&D, and our online customer portal VP Plus. There will be a separate survey sent out about Reference and QC Materials in the near future.

Each year our survey targets current services and offerings and we're asking for your feedback on what we do well, what we can do better, and what we can develop in the future to meet your changing needs. Your feedback is valuable to us and our Programme Leaders may follow up with you directly, or if a common trend or thread becomes evident we will take action to develop, improve and build upon our current services and products.

Training requirements are also covered in the survey. We have had an overwhelmingly positive response to our online data entry training video, and hope to produce more training videos in the future. We have also undertaken on-site and virtual training on request.

If you did not receive a link to complete the survey, please contact us at:

[enquiries@global-proficiency.com](mailto:enquiries@global-proficiency.com)

## Meet The Team

Mandy Kaur joined Global Proficiency in February 2020 as a Despatch Technician. She completed her Bachelor in Bio Technology in 2012 and has since held Laboratory Technician roles at both LIC and Auckland Biosciences Ltd. More recently she worked at Countdown as an Online Assistant.

In her spare time she enjoys cooking, shopping and playing with her 16-month old son.



## Website

For those who don't visit our website very often, we encourage you to have a look!

We are constantly adding new information and useful links to our website. Some examples include:

- Direct link to up-to-date product Safety Data Sheets
- Access to our customer portal
- View and order available Reference and QC materials
- Programme information including current programme description and timetables
- Contact information
- General information on PT Schemes and the use of QC and reference materials

All this and more available here:

[www.global-proficiency.com](http://www.global-proficiency.com)

## VP Plus

Virtual Proficiency Plus (VP Plus) has undergone a significant upgrade as a result of the feedback we received from the 2018 customer survey.

Our System Administrator, Jules, has put in her best efforts to streamline all processes, in particular online data entry.

We hope that those who are using VP Plus for online data entry are happy with the improvements, and those who aren't using it will give it a go!

We look forward to receiving your feedback about the changes and how we can continue to make the system even better.

We welcome all suggestions (big or small) and invite you to contact us at:

[VPPsupport@global-proficiency.com](mailto:VPPsupport@global-proficiency.com)

## Contact Us

**Email:** [enquiries@global-proficiency.com](mailto:enquiries@global-proficiency.com)

**Website:** [www.global-proficiency.com](http://www.global-proficiency.com)

### NZ & International

10 Bisley Road, Enderley, Hamilton 3214, New Zealand

**Phone:** +64 7 850 4483

### Australia

2/25 Mareno Road, Tullamarine, VIC 3043, Australia

**Phone:** +61 3 9089 1151