



Global Proficiency's NewsChek

Issue 4, July 2020

QCM/RM PT Rounds

There are times where offering certain types of samples in a Proficiency Testing Programme are met with challenges (safety considerations, efficiency and economy of scale, etc.) These challenges are better addressed by sourcing material from other suppliers, which may include other PT providers or manufacturers of Reference or QC Materials. In addition, there are advantages in using these materials to benchmark laboratory performance against a KNOWN value (and its uncertainty), either using certified, or uncertified materials. Upcoming PT rounds which are planning to use such materials include:

- **WaterChek** Disinfection by-products
 - ◆ Trihalomethanes
 - ◆ Haloacetic Acids
- **BeverageChek** Micro (under development)
 - ◆ Lactic Acid Bacteria
 - ◆ *Alicyclobacillus*
 - ◆ *Brettanomyces* sp.
 - ◆ *Pediococcus* sp.
 - ◆ *Acetobacter* sp.

If these or any other products, organisms or analytes are of interest to your lab, please contact us at enquiries@global-proficiency.com.

Dairy RMs / QCMs

We offer a comprehensive range of Dairy products which are characterised after each DairyChek proficiency programme round, and offered as Reference and Quality Control materials.

Product types include Fats, Cheese, Proteins and Powders.

The selection of the appropriate material is the responsibility of the user. The cost, the quantity, and the confidence in the assigned values of the material should all be taken into consideration, as well as its purpose.

"Is the material being used for method validation, calibration checks or is a lower cost alternative required for in-house training or frequent and routine instrument checks"

For a list of available RM and QCM, please view the customer summaries on our website.

Covid-19

All staff have now returned to work in the Hamilton, New Zealand office. Like many businesses that have returned to the office after being forced to work from home, we are trialling a new way of working, with some staff working a split week, Monday to Wednesday in the office, and Thursday and Friday from home.

At our Tullamarine, Australia office Covid-19 continues to be of concern in the local area. Therefore we are taking all necessary precautions to ensure our staff remain safe while providing their normal high level of service.

We are pleased to see a number of our customers re-opening after the temporary shutdown of some laboratories. As the situation is continuing to change please get in touch if you have any unique requirements.

Upcoming Rounds

Round 7

- WaterChek Chemistry (Potable)
- BeverageChek (Wine)
- Meat, Water, Pathogens, Food (RLP)
- DairyChek (no micro)
- HoneyChek
- MilkChek
- BactoChek
- VeriTest® UHT Products

Monthly NPS Survey

From July we will be sending a monthly Net Promoter Score (NPS) survey to track our customer satisfaction and gain valuable feedback. Each programme will be sent two surveys per year for selected rounds. Each survey will be comprised of two questions—a rating scale and an open ended question. We would really appreciate your responses!

Raw Data Summary Report

Another report which is not part of our standard ILCP service is the **Raw Data Summary**.

Laboratories have requested this report for various reasons, including to manually calculate statistics not routinely provided on reports. Previously, this was predominantly used to calculate Z-scores for programmes which provided a normalised assessment (Normalised Difference), however Z-score reports are now available for these programmes as an alternative or additional offering.

The Raw Data Summary provides the following information:

- Round
- Test Reported Name
- Sample ID
- Laboratory (all others will have an alias)
- Report Number
- Method
- Result

The summary is generated based on selected rounds and categories. The excel format allows for further filtering, easy analysis and calculations.

It is available for an additional cost, as a one-off or on-going report but only for rounds in which a laboratory participates.

To enquire or request this or a Z-score report, please contact the relevant Programme Leader.

Meet The Team

Gordana joined Global Proficiency as the Business Manager in 2013, after spending almost 20 years working in food, environmental and agricultural laboratories, both in technical and management roles.

Outside of work, she enjoys time with her husband, their two teenage children and cat. They spend time outdoors in the summer or at the squash courts in winter. She likes Pilates, reading, movies, and her most recent hobby, acrylic painting.



Team Day

Our team at Global Proficiency have been working hard to achieve excellent results, and therefore were treated to a team day to celebrate.

It started with lunch at a local café, followed by painting of ceramic mugs at local business 'Splashy' - an activity which uncovered hidden artistic talents!

Here are a couple of photos from the day:



VP Plus

We would like to sincerely apologise for the issues that occurred in the Virtual Proficiency Plus (VPP) Customer Portal throughout June.

We were working closely with our software providers to remedy the problems as they were happening, but despite our best efforts we have been unable to identify the root cause. To mitigate on-going issues and frustration, we have reverted the platform to an older release. The software providers are continuing to look for the underlying issue and will provide a fix as soon as they are able.

We greatly appreciate your patience and encourage you to contact our System Administrator to log issues and discuss on-going problems. This will enable us to gauge the impact of these issues, and better communicate your experience with our software providers directly.

Our System Administrator can be contacted at vppsupport@global-proficiency.com

Contact Us

Email: enquiries@global-proficiency.com

Website: 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