



## ACIL CUSTOMER QUALITY SERVICE

P.O. Box 8032, Newark, DE 19714, (302) 368-1211

**FOR IMMEDIATE RELEASE**

### **LABORATORIES RECEIVE ACIL CUSTOMER QUALITY SERVICE AWARD**

WASHINGTON, DC, September 23, 2018 – The Washington, DC-based American Council of Independent Laboratories (ACIL) is announcing the Customer Quality Service Award at its 81st annual meeting on October 2 to 5, 2018 in San Antonio, Texas. The twelve (12) laboratories receiving the nationwide 2018 ACIL Customer Quality Service Award are listed in this release.

Developed in 1996 to address the industry's quality issues and recognize those laboratories with exemplary quality performance, the Program provides laboratory data users with a mechanism to evaluate testing laboratories. Participants commit to ensuring data integrity, meeting customers' quality needs and setting performance standards for the testing laboratory industry. No other evaluation program ranks customer satisfaction with laboratory services and requires laboratory management to commit to a data integrity program.

As recipients of the ACIL Customer Quality Service Award, the following laboratories, presented alphabetically, have demonstrated commitment to quality and customer service:

Advance Testing Company, Inc.	Campbell Hall	NY
American Analytical Laboratories, Inc.	Akron	OH
Ana-Lab Corp.	Kilgore	TX
Atlantic Testing Laboratories, Limited	Syracuse	NY
D.L.S. Electronic Systems, Inc.	Wheeling	IL
Foreign Trace Service Corp	Chesapeake	VA
Gibraltar Laboratories, Inc.	Fairfield	NJ
Microbac Laboratories, Inc.	Marietta	OH
NSF International Inc.	Ann Arbor	MI
Particle Technology Labs	Downers Grove	IL
RTI Laboratories, Inc.	Livonia	MI
Weck Laboratories, Inc.	City of Industry	CA



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To become a participant, testing laboratories must distribute satisfaction surveys to customers, commit to an ethics program and submit a signed code of ethics. Participants in 2018 demonstrated an average timeliness of 3.5 out of a possible 4.0 and an overall customer satisfaction score of 3.7 out of a possible 4.0.

Recipients of Special Recognition Awards for timeliness and overall customer satisfaction, based on client survey responses and presented in alphabetical order for the top fifth of the participants, are:

### **Overall Customer Satisfaction**

Advance Testing Company, Inc., Campbell Hall, NY  
American Analytical Laboratories, Inc., Akron, OH  
Gibraltar Laboratories, Inc., Fairfield, NJ

### **Timeliness**

Advance Testing Company, Inc., Campbell Hall, NY  
American Analytical Laboratories, Inc., Akron, OH  
Gibraltar Laboratories, Inc., Fairfield, NJ

For additional information, contact the Customer Quality Service Award Program Administrator at (302) 368-1211 or email [mmoore@advancedsys.com](mailto:mmoore@advancedsys.com).

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