

#### 8<sup>th</sup> PT/EQA Workshop Berlin 2014

## Working Group 2 User perspective of PT/EQA



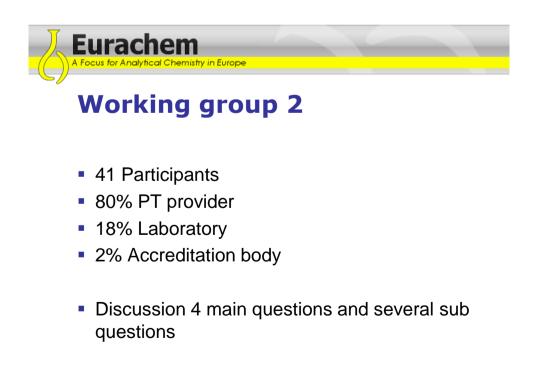
### Convenors:

– Ulla Tiikkainen (Labquality, Finland)

Kees van Putten(DUCARES B.V, The Netherlands)



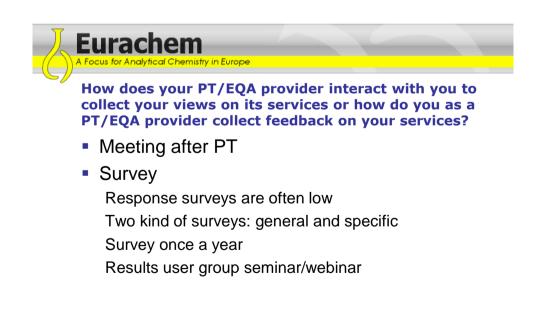
- 13:30 13:40 Welcome and introductions
- 13:40 14:20 Discussions in 4 small groups
- 14:20 15:00 Outcome and General Discussion based on the group works





## **Observations**

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

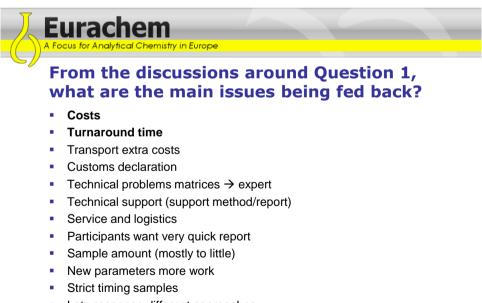




How does your PT/EQA provider interact with you to collect your views on its services or how do you as a PT/EQA provider collect feedback on your services? (Part 2)

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

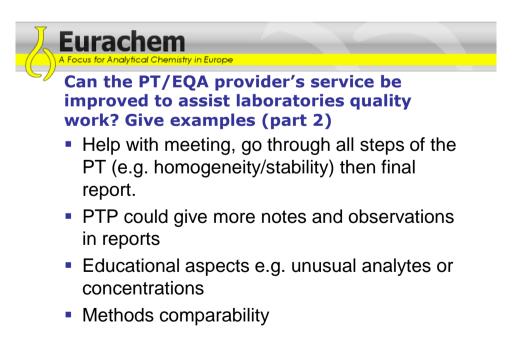


- Late response different approaches
  - Some PTP strict, other sometimes flexible
- Reminders before due-date helps



# 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 "nonconformatives

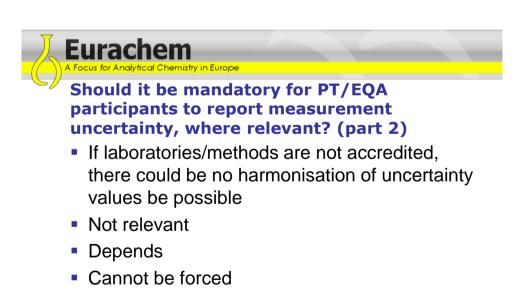




Eurachem

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





## Thank you for your fruitful

contribution to this working group

