

Questionnaire Report – Proficiency Testing 2011

Uppsala 2011-05-10

Microbiology and Food Chemistry

A questionnaire regarding the Proficiency Testing (PT) programmes at National Food Administration (NFA) was sent to participating laboratories in the microbiology programmes as well as the food chemistry programmes on the 31 January 2011. The following report presents the results of this questionnaire.

The questionnaire was sent to 364 laboratories participating in the PT-schemes Microbiology - Food and/or Drinking Water. 212 answers were received, corresponding to an answering frequency of 58 %.

The questionnaire was sent to 158 laboratories participating in the PT-programmes Food Chemistry - Nutritional Components of Food, Trace Elements in Food and/or Vitamins in Food. 56 answers were received, corresponding to an answering frequency of 35 %.

Results

The tables present the number of laboratories, while the diagrams present percentages of the total number of answers given to each question. For detailed results, please contact pt-micro@slv.se or pt-chem@slv.se.

Results Microbiology programmes

The general satisfaction with the Microbiology programmes was high or very high. Questions with a few negative answers regarded registration of methods, comprehensibility of the PT-report, relevance of information in the final PT-report, finding information on our website as well as contacting us by telephone. However, the results to the question about telephone contact might be erroneous, as was indicated by answers that commented “Do not use telephone as means of contact” while at the same time answered that it is “Never” easy to contact us by telephone. These four “Never” answers were removed from data.¹

Results Chemistry programmes

The general satisfaction with the Chemistry programmes was high or very high. In a few questions a few replies indicated low or no satisfaction. The diagrams presenting these results make the unsatisfied bars appear rather large due to the fact that the total number of answers was low. The communication via the web-site, as well as the answering of questions, received dissatisfaction from three participants, of a total of approximately 50 replies. In the question “Is it easy to contact us by

telephone?” about 50 % of the replies were negative, but this is probably almost completely due to the fact that telephone contact virtually never is used for communication.¹

Conclusion of Results

Based on the results of this questionnaire together with comments from participating laboratories, appropriate changes will be made. We hope that these improvements will be to the satisfaction of our participating laboratories.

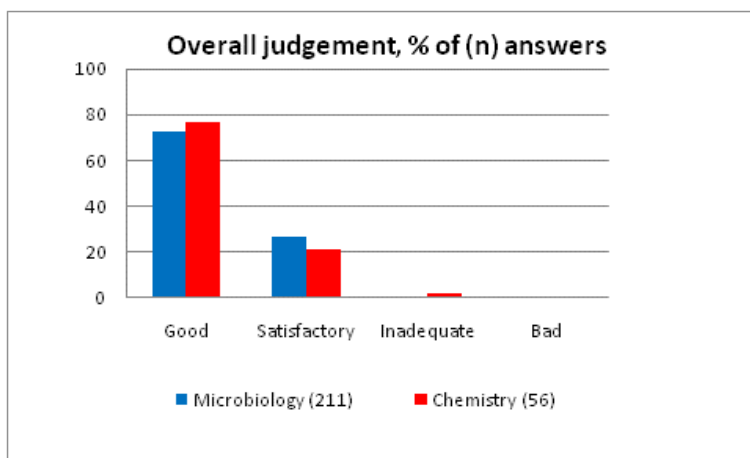
¹ Results where the comment seemed to contradict the chosen answering alternative indicate that the laboratories were misled by the formulation of the question.

Appendix – Results of the questionnaire

Overall Judgment

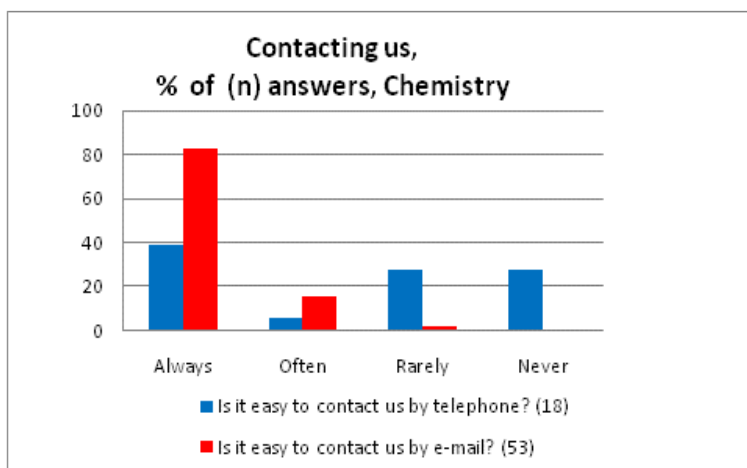
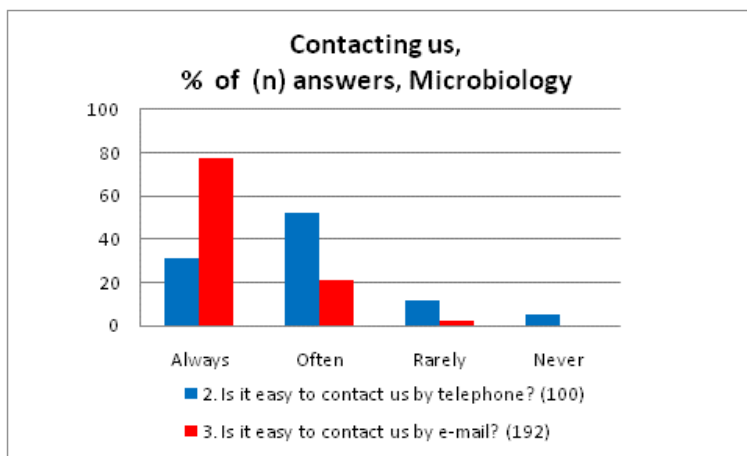
Question: What is your overall judgment of the PT-programme?

	Good	Satisfactory	Inadequate	Bad
Microbiology	153	56	2	0
Chemistry	43	12	1	0

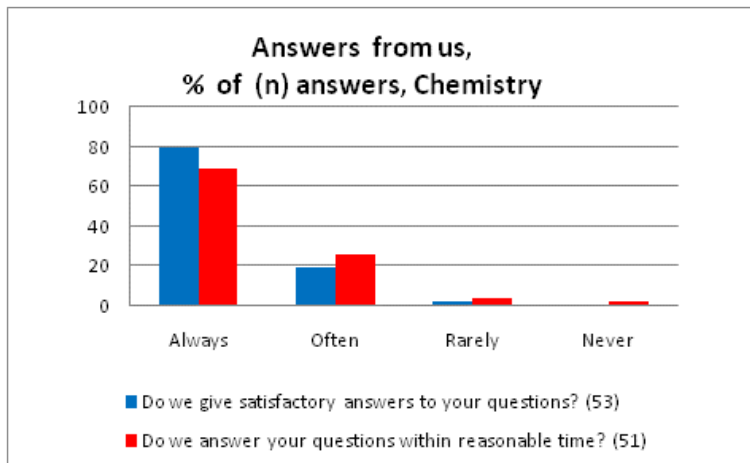
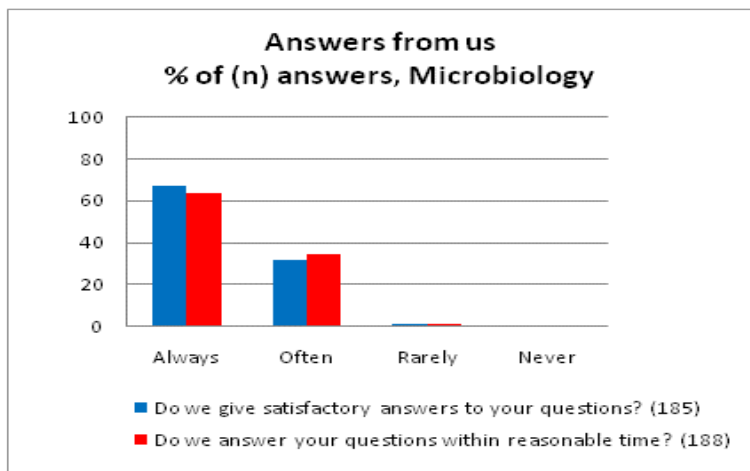


Contact

Question	Always	Often	Rarely	Never
Is it easy to contact us by telephone? (Micro)	31	52	12	5
Is it easy to contact us by telephone? (Chem)	7	1	5	5
Is it easy to contact us by e-mail? (Micro)	148	40	4	0
Is it easy to contact us by e-mail? (Chem)	44	8	1	0



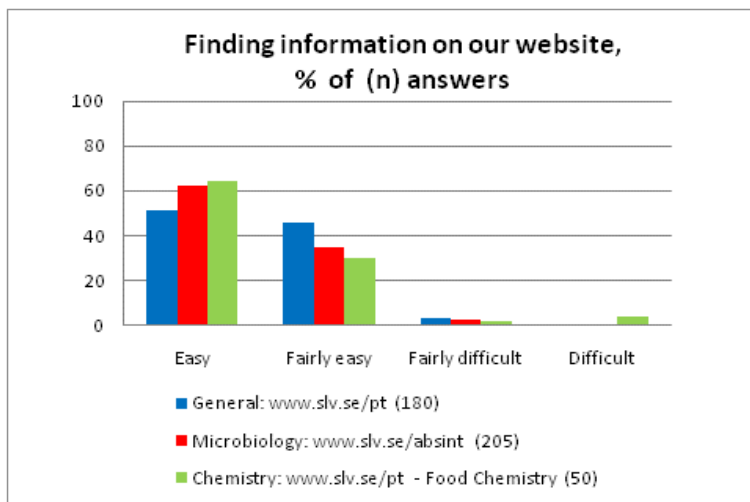
Question	Always	Often	Rarely	Never
Do we give satisfactory answers to your questions? (Micro)	124	59	2	0
Do we give satisfactory answers to your questions? (Chem)	42	10	1	0
Do we answer your questions within reasonable time? (Micro)	121	65	2	0
Do we answer your questions within reasonable time? (Chem)	35	13	2	1



Website

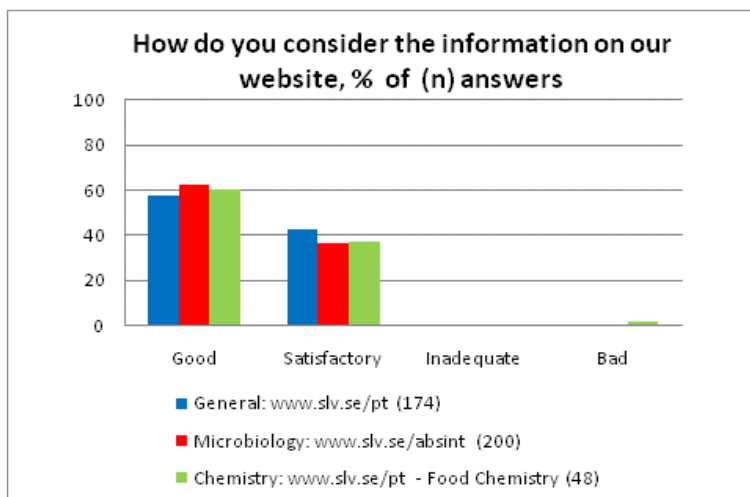
Question: Do you find the information that you want about the PT-programmes on our website?

	Easy	Fairly easy	Fairly difficult	Difficult
General: www.slv.se/pt	92	82	6	
Microbiology: www.slv.se/absint	127	72	5	1
Chemistry: www.slv.se/pt - Food Chemistry	32	15	1	2



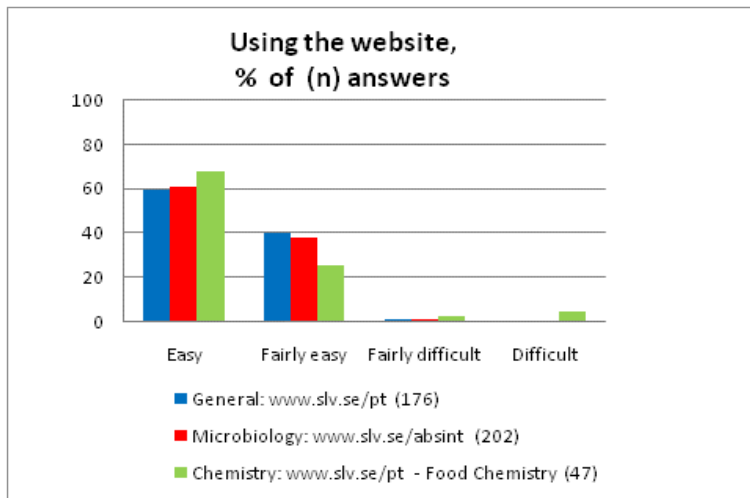
Question: How do you consider the information on our website?

	Good	Satisfactory	Inadequate	Bad
General: www.slv.se/pt	100	74		
Microbiology: www.slv.se	125	73	1	1
Chemistry: www.slv.se/pt - Food Chemistry	29	18		1



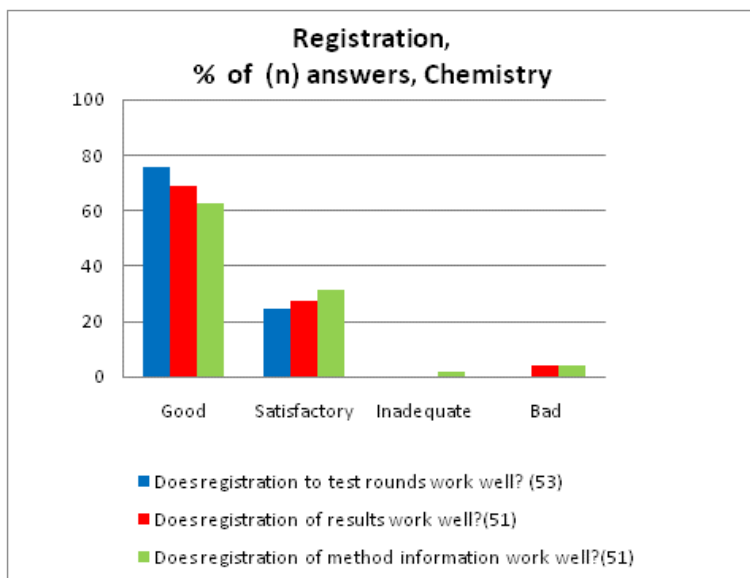
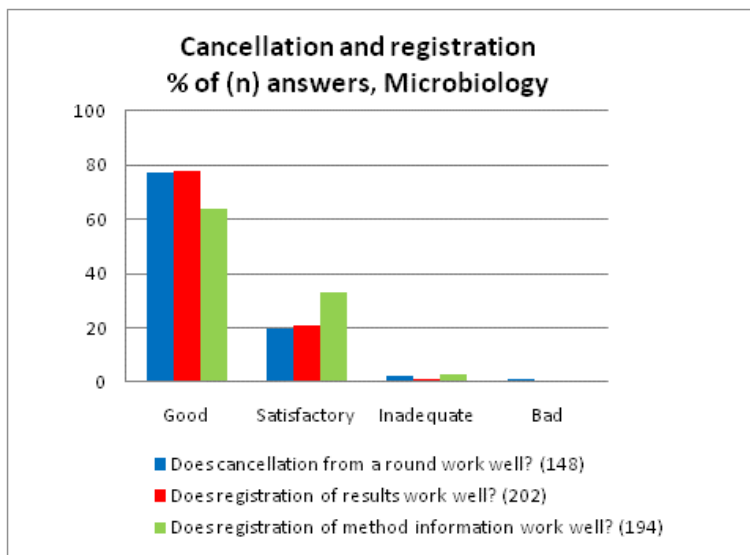
Question: Is the website easy to use?

	Easy	Fairly easy	Fairly difficult	Difficult
General: www.slv.se/pt	104	70	2	
Microbiology: www.slv.se/absint	123	77	2	
Chemistry: www.slv.se/pt - Food Chemistry	32	12	1	2



Cancellation and Registration

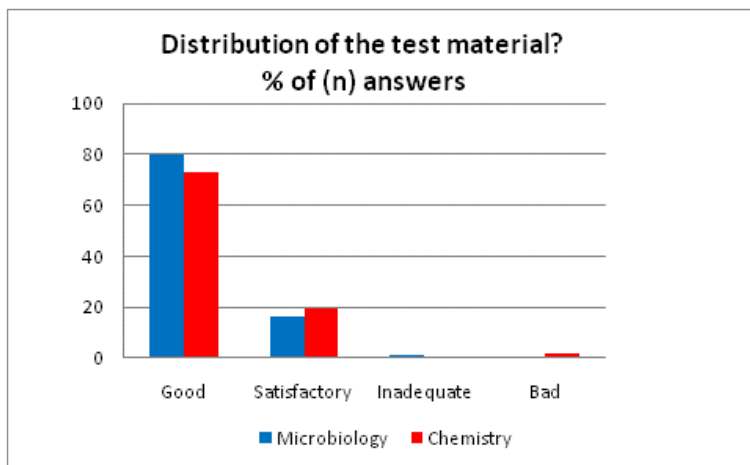
Question	Good	Satisfactory	Inadequate	Bad
Does cancellation from a round work well? (Micro)	114	29	3	2
Does registration to test rounds work well? (Chem)	40	13	0	0
Does registration of results work well? (Micro)	157	42	2	1
Does registration of results work well? (Chem)	35	14	0	2
Does registration of method information work well? (Micro)	124	64	6	0
Does registration of method information work well? (Chem)	32	16	1	2



Distribution of Test Material

Question: Does the distribution of test material work well?

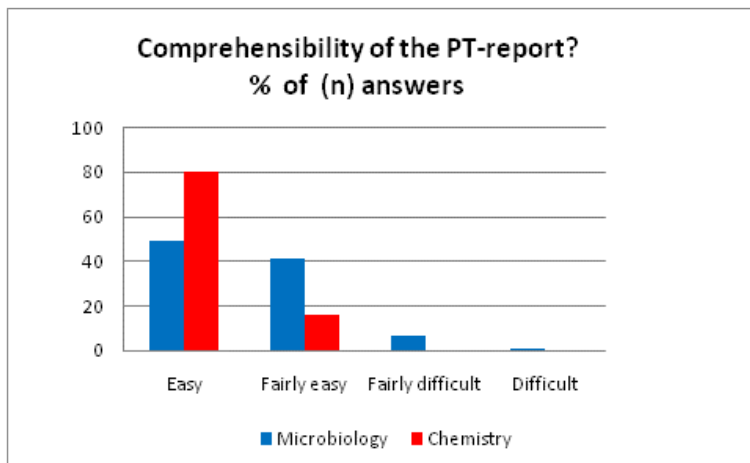
	Good	Satisfactory	Inadequate	Bad
Microbiology	170	35	2	1
Chemistry	41	11	0	1



PT-report

Question: Do you find the final PT-report easy to understand?

	Easy	Fairly easy	Fairly difficult	Difficult
Microbiology	104	88	14	1
Chemistry	45	9	0	0



Question: Is the information in the final PT-report relevant?

	Always	Often	Rarely	Never
Microbiology	94	83	6	1
Chemistry	36	12	0	0

