



## Proficiency Testing Program Information Sheet

### Concrete – Compressive strength and Mass per unit volume

#### Program Recognition

LabSmart Services are accredited by **NATA to ISO/IEC 17043**, Conformity assessment — General requirements for proficiency testing. An endorsed report is issued at the completion of the program to all participants. Participation in LabSmart Services proficiency programs is accepted by NATA as meeting a laboratory's proficiency testing requirements as detailed in ISO/IEC 17025.

#### Program aim

The aim of the proficiency program is to provide feedback to laboratories regarding test competency relative to other peer laboratories in the construction materials testing industry. This provides valuable assurance that testing is at a satisfactory level as well as providing opportunities for improvement. Assessment of performance is based on statistically comparing each participant's results against all other participants in the program.

#### Sample provided

Each participant receives a carefully packed box containing two concrete cylinders identified as A and B. Also included is a set of detailed instructions and a log sheet on which to record the results from testing.

#### Test method covered

This program requires participants to satisfy the requirements of AS 1012.9; determination of compressive strength and AS 1012.12; determination of mass per unit volume.

Equivalent test methods may be used but it is the responsibility of participants to determine if the method they use is equivalent.

#### Confidentiality

Each participant in the program is assigned a unique code which is used in the proficiency testing program report. This ensures that participant's results remain confidential.

#### Z – score summary

A z-score summary is provided on the LabSmart Services website after participant's results have been processed. The summary contains only **robust** z-score results and is meant as an **early indication of performance** prior to the release of the proficiency testing program report.

#### Proficiency program report

At the completion of the program, a proficiency testing report is issued providing an assessment of the performance of each participant as well as other technical information useful for better understanding the testing process and for improving laboratory performance. Normally an electronic copy of the report is e-mailed to participants 6 to 8 weeks from the release of the Z-score summary. An electronic copy of the report (pdf) will also be available from the LabSmart Services website at this time.

## Fees

The proficiency program fees are generally significantly less than the cost of similar programs. Fees are based on a per-site basis (i.e. Laboratory, Annex Laboratory, Mobile Laboratory etc). All fees are detailed on the application form and include GST.

Additional samples per site may be requested at a discounted fee.

A further discount is offered for organisations with multiple laboratories providing payment is via a single invoice.

2 to 4 laboratories	5 % Discount
5 to 8 laboratories	10 % Discount
>9 laboratories	15 % Discount

Discounts are also available for entering multiple programs providing payment is via a single invoice.

## Payment options

Fees are invoiced at time of sending material. Prompt payment is appreciated. There are a number of payment options:

- EFT.
- Purchase Order
- Payment by credit card/ debit card is available over the phone. Please note these payments are subject to a 2.5 % finance and administration fee.

**Please note:** if your company continues to make late payments you may be required to pay at time of order.

## Enrolment

Completion of an order form is needed to ensure we have your current and correct contact details. Orders are welcome from both accredited and non-accredited laboratories.

Please complete a "Single Site" application form or if you wish to enter multiple sites (including Annex Laboratories) then use the "Multi Site" application form. An order form may be obtained directly from LabSmart Services or from our website.

Prior to the commencement of the program laboratories are sent an invitation to participate which gives details on fees and dates applicable to the current program. If you have not received an invitation, please contact us for fee and program details.

## Program Coordinator

Every program is assigned a staff member who is dedicated to handling any questions or requests you have regarding their program. The name of the program coordinator may be found on the program invitation that is sent prior to conducting the proficiency program.

## Additional information

Further information about how LabSmart Services proficiency programs are conducted, and the statistics used is contained in our publication "Participants Guide" downloadable from the LabSmart Services Website.

[www.labsmartservices.com.au](http://www.labsmartservices.com.au)