



## Committee

ILAC Inspection update

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## International Updates

Latest developments from ISO Conformity Assessment Committee, CASCO  
WADA meetings held in Sydney

## Regional Cooperations

APLAC News  
Arab Accreditation Cooperation (ARAC)  
Dr Thomas Facklam takes on the role as head of the European Accreditation System  
New EA MLA Signatory and EA Elections & Updates

## Accreditation Updates

Cgcre hosts the 12th IAF/ILAC Joint General Assembly in 2012  
BAB signs MoU with BSCA  
BAB training updates  
SADCAS Signs MoU with NSSA  
EGAC starts the new year by accrediting 8 new Laboratories  
First Accreditation for Asbestos Surveying on Marine Vessels - UKAS  
First GCC Conference for Laboratory Proficiency (Dubai, 13 March 2013)  
PCA seminar - Quality in crisis  
Meeting the Challenge – Transition to ISO/IEC Standard 17020:2012 - IAS  
About State Accreditation Service (SAS) - Azerbaijan

## Stakeholder Updates

VILAC (Voluntary Inter Laboratory Comparison Program): The premier

EQAS for Clinical Laboratories of Northern India

## PCA seminar - Quality in crisis

Dr Eugeniusz W. Roguski, Director of Polish Centre for Accreditation, explains that PCA developed the theme and programme of the seminar following Internet consultation with the clients.

*"Our clients are perfectly aware that the quality of their services should not be the first victim of economic slowdown" – says Dr Roguski.*

The seminar consisted of four papers including:

1. Quality in an economic downturn. The downturn is an opportunity to minimize the risk linked to laboratory activity. The risk inherent in the laboratory's management system and associated with its organization, management and technical activities.
2. Minimization of the risk arising from contacting clients by:
  - selecting the communication methods and agreeing on the specification of the order,
  - dealing with complaints,
  - getting feedback from clients.
3. Improvement of the management system – a guarantee of maintaining the quality of service and reinforcing the market position of laboratory.
4. Validity of test results as the foundation of high-value laboratory services.

The above matters, which before had been discussed from the perspective of the accreditation requirements and criteria at the training events organized by PCA, at the seminar were considered from the aspect of the risk arising from the laboratory's market activity. If not appropriately addressed, such a risk may result in the provision of "worthless service."

The papers highlighted the importance of the quality of laboratory operations in maintaining its market standing at an economic downturn, which is when customers cannot afford to purchase, and suppliers to provide, services of low quality.

Participants' attention was also drawn to those elements of the management system that are crucial to the value of laboratory services and, by the same token, carry a risk of laboratory losing its market standing.



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