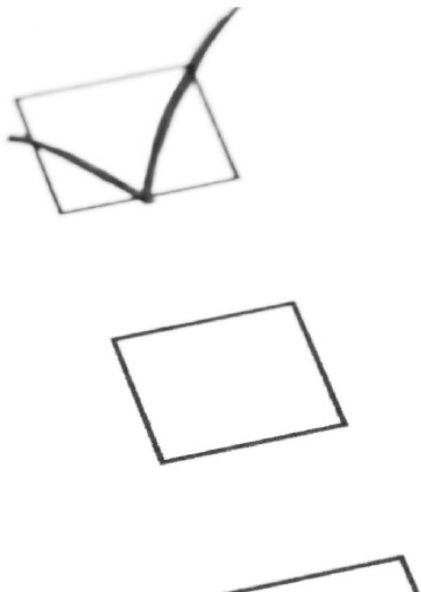


# President's Message

## June 9, 2011



Building Laboratory  
Excellence

Vers l'excellence  
dans les laboratoires



# A Busy Year!

- The Board of Directors has been busy with many initiatives in the past year.
  - Renewed Strategic Plan
  - Redeveloped Governance Model
  - Recreating our business model to ensure all CALA businesses are sustainable for the long term

# CALA's New 5-Year Strategic Plan

- The Board of Directors worked with an external facilitator and CALA staff to renew our forward planning for the next five years.
- The CALA staff has completed an ambitious operational action plan based on the measurable outcomes to be achieved in each of these key areas.
- As a Board, we are now actively engaged in regularly and actively monitoring this plan to ensure our ongoing success as an organization.

# CALA's New 5-Year Strategic Plan

- CALA has committed to the achievement of eight key organizational outcomes:
  1. Developing a sustainable proficiency testing (PT) infrastructure
  2. Strategies to improve accreditation services
  3. Expanding the scope of accreditation (internally and/or through partnership)
  4. Developing a strategy to ensure a sustainable assessor pool
  5. Improved Marketing and Customer Service
  6. Improved I.T. infrastructure to meet member and organizational needs
  7. Improved Board Governance
  8. Improved Training Programs – internal and external

# Board Governance

- Policy governance model was cumbersome and proved a steep learning curve for new Directors.
- We are creating a more simplistic framework with many of the elements of policy governance retained.
- Board and staff will spend less time writing and reading reports and more time interacting with customers and planning improvements for the future success of CALA.
- New model expected to take form this coming year.
- Director job descriptions and Board committee terms of reference were redeveloped for clarity and direction.

# CALA Adopts New Business Model Going Forward

- Sustainable approach – all programs are successful.
- The historical subsidy from the PT program has been removed making our PT program more competitive and less vulnerable to competition.
- Our accreditation program is now self sustaining which is critical to CALA's organizational future if ILAC requires PT and accreditation to be separated in the future.
- Accreditation costs will increase but remain market competitive.
- PT costs reduced 26% as of January 1, 2011.
- General conclusion is that all laboratories will see an increase in their accreditation fees, but any laboratory that participates in the CALA PT program will also see significant reductions in their PT fees.

# Volunteers

- Thank you to...
  - Assessors
  - Accreditation Council Members
  - Advisory Panel Members
  - Board Directors
- These types of volunteer efforts are critical to CALA's success so I hope its rewarding and that you continue to volunteer.
- If you are interested in becoming a volunteer please contact us to inquire about one of the many opportunities.
- Finally thanks to Charlie, Brenda, Charlette, Andrew and all my fellow Directors who helped me through the past year. It was an honour to serve the membership as President.