



CANADIAN ASSOCIATION FOR LABORATORY ACCREDITATION INC.

2009 Annual Report



CALA



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President's Report



I am now completing my third year of service to the CALA Board of Directors. After first joining the Board in June 2007, I was appointed to the office of Vice President in June

2008 and then I was appointed to the office of President in June 2009.

New CEO In Place

During this past year, which I began as your Vice-President and ended as your President, I have had the pleasure of participating in the selection process for CALA's incoming Chief Executive Officer. The selection committee was very pleased with the caliber of CEO we have selected in the person of Mr. C. Charles Brimley and were unanimous in our opinion that Mr. Brimley would be a good fit to lead the CALA team. I can confidently report that at year-end 2009, the Board as a whole have confirmed our initial impressions about Mr. Brimley and we all look forward to working with him as we collectively develop the next phase in CALA's evolution as an accreditation body.

Exploration Of New Directions Underway

During the last half of 2009, our foray into new areas of activity began in earnest, with both the Canadian Food Inspection Agency (CFIA) for a partnership agreement to accredit food testing laboratories and with the QMP-LS group of the Ontario Medical Association for a

partnership agreement to possibly begin accrediting medical (clinical) laboratories. Early results appear to indicate that food laboratory accreditation will be possible in the near term, however clinical laboratory accreditations will likely be a longer term venture.

International Affairs

During this past year, CALA underwent a very successful visit by an evaluation team from the Asia-Pacific Laboratory Accreditation Cooperation (APLAC). The result of this review was the renewal of CALA's Mutual Recognition Arrangement (MRA) status for another four-year period. Also during 2009, CALA's PT program accreditation status was renewed after a successful accreditation visit by the American Association for Laboratory Accreditation (A2LA).

A major international highlight for CALA this past year was our success at hosting the 2009 joint meetings of the International Laboratory Accreditation Cooperation (ILAC) and the International Accreditation Forum (IAF). Initial concerns related to the global economic downturn, as well as the risks posed by the H1N1 events, disappeared as this international meeting brought about 350 delegates together in Vancouver from more than 65 countries around the globe. CALA was very proud to be the first host of this event to eliminate the carbon footprint of the flight emissions associated with delegate travel, through a tree-planting program that saw a total of 310 trees planted.

CALA Committed To Listening

Over the past year CALA has demonstrated its priority to get feedback from its stakeholders by issuing a number of important surveys. These surveys included a Laboratory Satisfaction Survey, a Users of Laboratory Data Survey, an expanded Training Needs Survey and a “first ever” Volunteer Satisfaction Survey. We were very pleased with the improved response rates over previous surveys and now are into the data analysis phase. CALA will post the results of the surveys and clearly describe how we will respond to better meet Stakeholders needs by posting details on our website and in upcoming issues of the CALA Newsletter.

CALA Seeking Out New Board Volunteers

CALA has an ongoing commitment to renewal within its volunteer ranks and consistent with this commitment, the CALA Board has completed a full revision of our Nomination, Election and Appointment policy for the organization. A new, year-round process has been implemented that will help to ensure a highly competent Board of Directors to lead the organization.

Environment Canada Regulations Require Use Of Accredited Labs

This past year CALA took steps to clarify the regulations for the Model Sewer Use By-Law that was approved by the Canadian Council of Ministers of the Environment (CCME). CALA

recommendations were submitted to improve the “definition of accredited laboratory” that would ultimately appear as part of the regulations. We are very hopeful that our recommendations are accepted and become reality within these new regulations.

CALA Finances In Great Shape

The financial performance of your association has once again been excellent. Efficient financial management coupled with hosting an extremely successful international conference allowed a significant surplus to be realized. This allowed CALA to pass some of this success back to its members through a 100% rebate of the 2009 CALA Institutional Membership fees.

CALA Future Based On Maintenance And New Growth

In closing, I wish to assure all of our stakeholders that our intentions as an organization are to continue to maintain our strong presence as an accrediting body for environmental testing laboratories. Having said this, we have also listened to our stakeholders and will continue to expand into new areas, as long as this can be done in a sustainable way that will not jeopardize our ability to deliver uncompromising service levels to our environmental core business area.

Al Colodey, CALA President

CEO's Message



After seven months as the CEO of CALA, I am gaining a level of comfort that CALA as an organization is well prepared for the challenges it is likely to face in the

foreseeable future.

It is not so much a case of CALA's success being the result of some unique secret formula, but a case of CALA as an organization having purposefully avoided factors that tend to lead similar not-for-profit organizations in the wrong direction.

One of the key factors that can lead to potential missteps for any organization is to underestimate the challenges that it will face. This is particularly true for CALA as we move to tackle a scope of activities that will definitely take us beyond our historical environmental comfort zone. CALA has avoided this potential pitfall through a concerted process of business case development, where it pre-tests the validity of its assumptions on any new area of business. This approach also ensures that our entry into any new field of endeavour is implemented in a sustainable way, while still maintaining our core environmental focus.

CALA's Board of Directors subscribes to a system called Policy Governance[®], which clearly articulates the responsibilities and accountabilities as they pertain to both the Board of Directors and the CEO. This approach avoids another common factor

that can potentially lead to trouble, which is the absence of good governance. Since in my opinion, decisions need always be both transparent and reviewable, proper governance ensures that all individuals are held accountable for their respective actions. CALA is on solid ground here.

CALA consistently scans its environment for issues and barriers that could adversely or positively affect its programs and services and it takes this data seriously in its planning cycle. This approach ensures that CALA remains committed to continually adapting to change, which is another process if not embraced, can lead an organization off its charted course.

CALA programs and services, are based on international (ISO) standards and are therefore structured to ensure adherence to management fundamentals and principles that from the outset, determine levels of responsibility for actions, financial and other resources to ensure that things are completed at the appropriate time. This standardized approach allows CALA to plan out its programs and services in a very comprehensive way, thereby avoiding any misadventures.

CALA is recognizing more and more, just how critical good communications really are, in particular in the form of a two-way open dialogue with our stakeholders. CALA takes very seriously the feedback it receives from its stakeholders and we try to report the resulting changes back to our stakeholders in a timely manner. In this way CALA hopes to give its stakeholders the confidence that they are being heard

CEO'S MESSAGE

and are having a positive effect on the operation of their organization. CALA's appreciation of this fact allows it to avoid the potential problems that can result from poor communications.

Last, but certainly not least as a factor that can impact the success of an organization is leadership. Since people are in my mind CALA's greatest resource, continually taking steps to empower and motivate both our staff team as well as our growing team of volunteers is critical to CALA's ongoing success. This is an area that will always remain one of the highest priorities of our management team.

In summary, I hope it is readily apparent why I have a strong level of comfort with CALA's ability to address its future challenges. If we keep applying continual quality improvements to what we are already doing on many fronts, we should definitely be ready to take on any challenge that happens to come our way.

C. Charles Brimley
Chief Executive Officer

Board of Directors

President

Mr. Al Colodey
Environment Canada
North Vancouver, BC

Vice President

Ms. Trudy Toms
Stantec Consulting Ltd.
St. John's, NL

Treasurer

Mr. Don Enns
CANTEST Ltd. / Day One Ventures Ltd.
Burnaby, BC

Secretary

Ms. Rosa Gonzalez
City of Hamilton
Hamilton, ON

Past President

Mr. James Doull
Environment Canada / Health Canada
Moncton, NB / Ottawa, ON

Mr. Erv Callin (President ending June 2009)
ALS Environmental
Edmonton, AB

Mr. James Downie
JRD Consulting Company
Heriot Bay, BC

Dr. T. Duncan Ellison (Appointed)
Canadian Water and Wastewater
Association
Ottawa, ON

Mr. Paul Fewer (Since June 2009)
Maxxam Analytics Inc.
Bedford, NS

Ms. Michèle J. Giddings (Appointed)
Health Canada
Ottawa, ON

Mr. Pat Lang
Alberta Environment
Edmonton, AB

Ms. Deborah Masson-Stogran
SGS Lakefield
Lakefield, ON

Ms. Linda Neimor (Since June 2009)
ALS Laboratory Group
Winnipeg, MB

Corporate Profile

Helping laboratories achieve and demonstrate the highest levels of scientific and management excellence through the combined principles of Competence, Consistency, Credibility and Communication is the corporate Mission of CALA.

History

CALA was originally established as CAEAL in 1989 to help Canadian environmental laboratories conform to internationally accepted standards of competence and proficiency. It did this by developing an accreditation program based on the assessment of a laboratory's quality management system, supported by the evaluation of analytical capability determined through proficiency testing.

Between 1994 and 2004, CALA operated in partnership with the Standards Council of Canada (SCC), an arrangement in which CALA undertook all site assessments of environmental laboratories, conducted the proficiency testing program, and made recommendations to the Standards Council on the accreditation of the laboratories.

In 2005 CALA resumed granting accreditation independently from the SCC for over 150 laboratories, while also maintaining a partnership arrangement as described above with the Standards Council of Canada and the Ontario Ministry of Environment, specifically for the accreditation of laboratories conducting tests under the *Ontario Safe Drinking Water Act* (OSDWA).

In November, 2005 the CALA accreditation program was officially recognized by the

Asia Pacific Laboratory Accreditation Cooperation (APLAC) and the International Laboratory Accreditation Cooperation (ILAC).

The CALA Board of Directors has defined the ultimate goal of the organization as:

- **CALA accredited laboratories are recognized as meeting world-class levels of scientific and management excellence.**

A series of subordinate policies focus on benefits for both the laboratories and the users of laboratory data, and ensures that members' views are made known to regulatory and standards-related decision makers in Canada and internationally.

In 2007 CALA members approved a broader scope of activities for CALA programs, expanding the organization's focus beyond environmental laboratories. The CALA corporate strategic plan now provides for the expansion of accreditation activities, and applications for non-environmental accreditation are being accepted for any tests for which CALA can provide appropriate capability.

2008 was a year filled with activity and a renewed focus for the Association. During the 2008 Annual General Meeting, members selected the proposed association name "CALA" which arose from member input to a branding audit. The new name was officially approved by Industry Canada on June 23, 2008. This new identity now facilitates a broader scope of accreditations beyond the environmental field. CALA Staff are now working on identifying, developing and

accessing new markets for our services with a goal to becoming a more multi-dimensional laboratory accreditation body.

In October of 2008, CALA officially launched its new identity and transitioned to the “CALA” look. New accreditations and contracts were issued under the new name, the website was replaced with a new look, and all accreditation and PT certificates were reissued. A series of gatherings, known as the “National Celebration”, were held across Canada to celebrate the transition from CAEAL to CALA. In the same year, CALA signed an Agreement directly with the Ontario Ministry of the Environment for the accreditation of laboratories conducting tests under the OSDWA.

Membership

By the end of 2009 there were 617 members of CALA (see Table 1), representing a decrease of 0.2% from 2008, primarily as a result of mergers within the laboratory industry.

CALA offers programs and services in four major areas as follows:

- Accreditation (see page 15 for details)
- Proficiency Testing (see page 19 for details)
- Training (see page 23 for details)
- International Activities (see page 25 for details)

Table 1. Components of the CALA membership

Type	Private Sector	Public Sector	Independent	Total
Institutional	261	135	-	396
Individual	71	101	37	209
Associate	7	4	1	12
Total	339	240	38	617

Financial Report

The Association sustained a strong financial position in 2009 with an increase in net assets of \$171,103 and an ending unrestricted accumulated surplus of approximately \$1.37 million.

CALA's total operational revenue for 2009 was \$3.47 million, approximately 1.03% lower than the \$3.50 million budgeted, or \$36 thousand dollars.

The PT program's revenue came in just under budget by approximately 1.14%. At the request of the Board, CALA revised its 2009 fee structure to include a 'non member' pricing scheme so as to remove the mandatory membership for PT participation. We anticipated this change might trigger a drastic reduction in membership fees as labs would forgo their annual membership and pay the higher "non-member" PT fees if this proved to be more cost effective. As such, the 2009 budget included high "non-member" PT revenue to cover the expected shortfall in membership revenue. Final results indicate no significant reduction in membership fees and members paid the regular lower "member" PT fees.

The Accreditation program fell short of meeting its budgeted revenue by about \$50 thousand dollars as CALA processed a minimal number of new applications during 2009.

Revenues from the Training program were above projected revenue by \$22 thousand dollars or 12% over budget. While the online training facility did not attract the participation anticipated, the in-class training substantially exceeded expectations.

Other income includes gains on sale of investments, foreign currency gains and interest, all of which were considerably above budget as we enjoyed a large gain on the sale of some of our bond portfolio.

Total expenses for the fiscal year were approximately \$3.38 million, down about 7% from budgeted expenses of \$3.63 million. Program-related costs were down by about \$65 thousand dollars as a result of lower PT costs from unattained growth in the PT and Accreditation programs.

Salaries, general overhead and administrative costs were also considerably below budget due to the vacant CEO position for the first half of the year and only a third of the cost to hire the new CEO was expensed in the current year. In addition, Board-related and International travel expenses were cut sharply as were general office expenditures and legal fees.

Outside our regular operations, this year's ILAC/IAF Conference was proudly hosted by CALA in Vancouver in October 2009. The event brought together some of the

world's most knowledgeable people in the subject of accreditation of conformity assessment bodies. The meetings were attended by close to 350 delegates from more than 65 countries. Although we had some initial concerns in light of the global economy and H1N1, the conference was a tremendous success and surpassed all our expectations. We are thrilled that the international community was so supportive of our conference initiative and thank each and every one of them. Financially, the excess funds generated from the conference permitted us to give back to the members by way of a full rebate on institutional membership fees.

Through consistent careful management of revenue, expenses, and cash flow and after factoring in amortization of capital assets, the association ended 2009 with an operating surplus of \$129,652.

Employees are an integral part of our association and we are fortunate to have a very skilled and dedicated team working at CALA. The association continues to benefit greatly from the generous contribution made by all of its volunteers which allows us to put together such successful programs. Note that the economic value of volunteer time is not captured in our financial statements.

Auditors' Report on Summarized Financial Statements

To the Members of the Canadian Association for Laboratory Accreditation Inc.

The accompanying summarized statements of financial position, operations and cash flows are derived from the complete financial statements of the Canadian Association for Laboratory Accreditation Inc. as at December 31, 2009 and for the year then ended on which we expressed an opinion without reservation in our report dated February 9, 2010. The fair summarization of the complete financial statements is the responsibility of the Association's management. Our responsibility, in accordance with the applicable Assurance Guideline of The Canadian Institute of Chartered Accountants, is to report on the summarized financial statements.

In our opinion, the accompanying financial statements fairly summarize, in all material respects, the related complete financial statements in accordance with the criteria described in the Guideline referred to above.

These summarized financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles. Readers are cautioned that these statements may not be appropriate for their purposes. For more information on the Association's financial position, results of operations and cash flows, reference should be made to the related complete financial statements.

Raymond Chabot Grant Thornton LLP

Chartered Accountants,
Licensed Public Accountants

Ottawa, Canada
February 9, 2010

Statement of Management Responsibility

Management is responsible for preparing the accompanying summarized financial statements and is responsible for their integrity and objectivity. The basis of presentation adopted is not in conformity with Canadian generally accepted accounting principles in that the financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles. The basis of presentation is considered by management to be most appropriate for the board communication of financial information to CALA constituents but readers are cautioned that these statements may not be appropriate for their specific purposes. Complete financial statements have been prepared and will be provided upon request.

Summarized Statement of Financial Position

As at December 31, 2009

Assets	2009	2008
Current assets	\$ 1,313,985	\$ 1,215,027
Investments	1,177,735	1,090,995
Capital assets	31,800	33,159
	\$ 2,523,520	\$ 2,339,181
Liabilities		
Current liabilities	\$ 1,150,150	\$ 1,136,914
	1,150,150	1,136,914
Net Assets		
Unrestricted	1,373,370	1,202,267
	\$ 2,523,520	\$ 2,339,181

† These summarized financial statements do not reflect the substantial value of services contributed by volunteers.

Summarized Statement of Operations

Year ended December 31, 2009

Revenues	2009	2008
Evaluations	\$ 3,091,907	\$ 2,983,421
Memberships	159,792	156,525
Projects	11,164	76,942
Training	205,654	145,676
ILAC Conference and other	728,313	69,314
	4,196,830	3,431,878
Expenditures		
Evaluations	1,579,449	1,498,356
Operational	1,749,528	1,748,432
Training	51,808	49,716
ILAC Conference and other	686,393	-
	4,067,178	3,296,504
Excess of revenue over expenses	\$ 129,652	\$ 135,374

† These summarized financial statements do not reflect the substantial value of services contributed by volunteers.

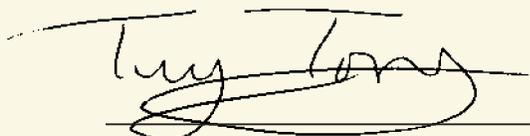
Summarized Statement of Cash Flows

Year ended December 31, 2009

Cash flows provided by (used in)	2009	2008
Operating activities	\$ 68,639	\$ 215,770
Investing activities	(52,676)	(363,974)
Net decrease in cash	15,963	(148,204)
Cash beginning of year	259,567	407,771
Cash end of year	\$ 275,530	\$ 259,567

† These summarized financial statements do not reflect the substantial value of services contributed by volunteers.

On behalf of the Board



Director



Director

Accreditation Program

CALA is one of 64 accrediting bodies world-wide that is signatory to the International Laboratory Accreditation Cooperation (ILAC) Mutual Recognition Arrangement (as of March 2010). This arrangement provides stakeholders with assurance that the CALA Accreditation Program meets requirements of the international standard ISO/IEC 17011 (Conformity Assessment – *General Requirements for Accreditation Bodies Accrediting Conformity Assessment Bodies*).

CALA laboratory accreditation is based on ISO/IEC 17025 (*General Requirements for the Competence of Testing and Calibration Laboratories*). The process to attain and maintain accreditation is as follows:

- An assessment is carried out against the criteria in ISO/IEC 17025;
- The laboratory receives a report of assessment findings;
- Laboratories respond to any observed non-conformances in a timeframe communicated to the laboratory by CALA;
- A laboratory's response to the findings is reviewed by CALA staff, the Lead Assessor, and Advisory Panel members;
- The Advisory Panel recommends to the CALA Accreditation Council whether to grant or maintain a laboratory's accreditation;
- When the Accreditation Council is satisfied that the appropriate corrective actions have been undertaken, CALA grants or maintains the accreditation.
- In all cases, laboratories must participate successfully in proficiency testing.

CALA has granted accreditation to 190 laboratories, and eight (8) laboratories applied to the accreditation program in 2009. Five (5) laboratories voluntarily terminated their accreditation in 2009 (two remained in the proficiency testing program), and one (1) was withdrawn from the accreditation program. Forty-seven (47) of these accredited laboratories are licensed under the Ontario *Safe Drinking Water Act*.

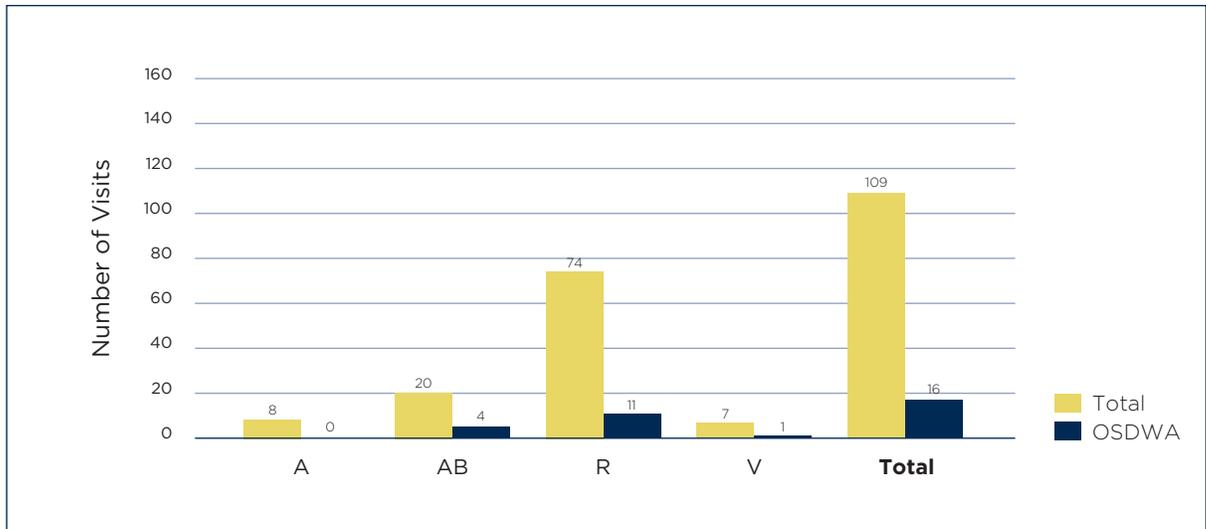
Site Visits

In 2009, CALA conducted a total of 109 site visits, of which 16 (15%) were conducted at laboratories licensed under the OSDWA (see Figure 1).

CALA conducts the following types of laboratory assessments:

- Initial Assessment (A): A site visit conducted at a laboratory applying for accreditation for the first time.
- Abbreviated Assessment (AB): A site visit to assess new appendices between regularly scheduled reassessments. The quality management system is not assessed during these assessments, only the technical requirements of the new test methods.
- Reassessment (R): The first reassessment is carried out one year after an initial assessment and every two years thereafter.
- Verification (V): A site visit to confirm implementation of corrective actions or to ensure satisfactory conditions following significant changes at a laboratory.

Figure 1 Categories of Site Visits Conducted in 2009



Assessors

CALA assessors are predominantly volunteers from member laboratories, although some do come from other types of laboratories or related organizations. They are a highly-skilled, highly-committed group of volunteers that represent a valuable resource for CALA. As well as having at least five years experience in a laboratory or laboratory-related environment, these volunteers attend a rigorous CALA Lead Assessor/Assessor course and participate in CALA-specific training once every two years. There are currently 146 active volunteer assessors, primarily from government and private sector laboratories (see Figure 2). Thirty (30) of these are from the 47 laboratories accredited and licensed under the OSDWA.

A total of 205 assessor trips were conducted to complete 109 visits in 2009. The actual assignments would range from a single experienced assessor at

a small laboratory, to several assessors required to conduct the reassessment of a large laboratory with a complex scope of testing.

Turn-Around Time

Table 2 shows a breakdown of the major steps in the accreditation process, and the average time taken to complete each step in 2009. This data is based on site assessments performed in 2009, and is current as of March 22, 2010.

New (or applicant) laboratories have up to 90 days to respond to any non-conformances identified during an assessment; only two of the applicants took the entire 90 days to respond; six applicants submitted responses to CALA within 50 days on average, the shortest time being 17 days after the assessment and the longest being 70 days after the assessment. Accredited laboratories have up to 45 days to respond to any non-conformances identified during

a reassessment or an abbreviated assessment. Most already-accredited laboratories use all of this allowable time to respond, as evidenced by the fact that the average amount of time for accredited laboratories to submit responses to findings was 46 days. Laboratories awaiting a scope extension tend to respond somewhat faster, with an average submission time of 42 days.

CALA targets a maximum of 45 days for staff to perform an initial review of laboratory responses, and will request further information from the laboratory or inform the laboratory that the responses meet the requirements. At the time this Annual Report was prepared, 99% of the 2009 lab responses were initially reviewed within the 45-day target and the average time to do so was 24 days. All non-conformances were reviewed and deemed satisfactory within 37 days, on average.

Figure 2 Sources of CALA Volunteer Assessors

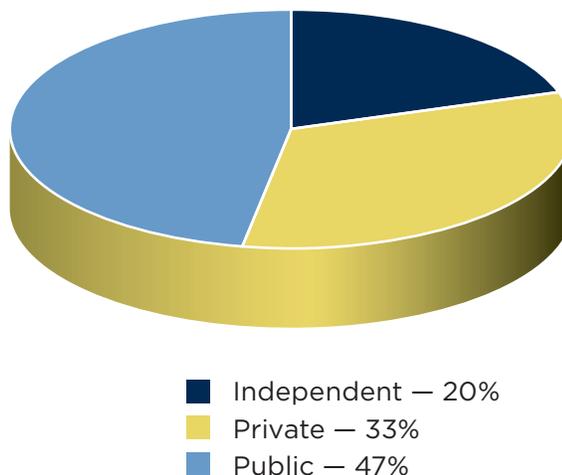


Table 2 Major Steps in the Accreditation Process

Step in the Accreditation Process	Average Time (days*)	1-17 days (No. of labs*)	8-21 days (No. of labs*)	22-45 days (No. of labs*)	>45 days (No. of labs*)
Completion of Responses	37	11	13	45	31
Advisory Panel/Lead Assessor Review**	17	22	52	17	3
Accreditation Council Approval	9	26	56	-	-

*subject to change, following completion and approval of visits carried out in 2009

**includes technical and administrative follow-up

Proficiency Testing (PT) Suspensions and Withdrawals

Accreditation may be suspended, subsequent to being granted, if a laboratory:

- fails to successfully analyze two successive sets of PT samples for a specific test (analyte);
- does not submit a satisfactory Corrective Action Report in response to a PT failure.

The summary of suspensions shown in Table 3 indicates that the pattern reported in previous years was repeated

in 2009: the non-accredited laboratories experienced the highest overall rate of suspensions while the accredited OSDWA laboratories experienced the lowest rate.

A PT failure subsequent to suspension may result in withdrawal of accreditation for the parameter. In 2009, a total of 70 withdrawals occurred at accredited laboratories, six of these at OSDWA laboratories.

Table 3 Suspensions at Non-Accredited, Accredited and Accredited OSDWA Laboratories (values are shown as a percentage of total PT test samples)*

Study (2009)	Non-Accredited	All Accredited	Accredited OSDWA
January	0.47%	0.49%	0.00%
March	1.67%	0.68%	0.22%
June	0.49%	0.41%	0.13%
October	1.1%	0.38%	0.14%
Overall Average	1.01%	0.49%	0.12%

* These values do not include suspensions for reason other than PT failures, nor failures of PT provided by other approved PT providers.

Proficiency Testing Program

In 2009 the CALA Proficiency Testing (PT) Program offered 42 test groups, comprising 297 analytes. Samples for each test group are generally provided to member laboratories twice each year. The test groups are split between March/October rounds (inorganic and microbiology) and January/June rounds (organics and soils).

The scoring system and other details are provided in PT15-CALA *PT Program* series of documents, which is available at: www.cala.ca.

Changes to PT Offerings

The following is a summary of changes to the analytes offered in the CALA PT Program in 2009:

- C36 Volatile Organic Compounds in Soil was added in January 2009.

Review of Concentration Ranges

The concentration range for CO4D Chemical Oxygen Demand in water was reviewed and the decision was made to expand the concentration range to 500 mg/L.

Evaluation Procedure

Starting in the October 2009 PT study, the evaluation procedure was changed such that the acceptance limits were estimated from regression equations of historic data (consensus mean versus inter-laboratory standard deviation). The study specific inter-laboratory standard deviation is now only used when it is higher than the estimate from the regression equation.

Collaborator Laboratories

Requests for proposals were issued for the production, characterization and shipping of all CALA PT test groups. Contracts were subsequently awarded to:

- Information and Quality Management, Emergencies, Operational Analytical Laboratories & Research Support, Environment Canada, Centre;
- Centre d'expertise en analyse environnementale du Québec;
- Wibby Environmental; and,
- Asbestos Quality Assurance Program.

The new contracts have resulted in a reduction in cost and fees for many of the test groups.

Participation

Participation showed a slight increase in 2009 (see Figure 3). This increase is largely due to the addition of the C36 test group. Participation levels for each test group are indicated below in Table 4.

Turn-around Times

CALA strives to return PT results to member laboratories within timeframes that enable the laboratories to undertake corrective actions in a timely manner. The January 2009 study exceeded the turnaround goal of five weeks. This was due to additional data evaluation that was performed in order to ensure that the study was viable (see Figures 4 and 5).

Summary of Proficiency Testing Performance

Appendix A details the success rates observed for each test group in each study. Also detailed are the success rates for Ontario licenced laboratories (OSDWA). In general, success rates ranged from approximately 85% to 100%, consistent with those observed in previous years.

Figure 3 PT Registration Trend in the Proficiency Testing Program (sample sets = total number of registered test groups)

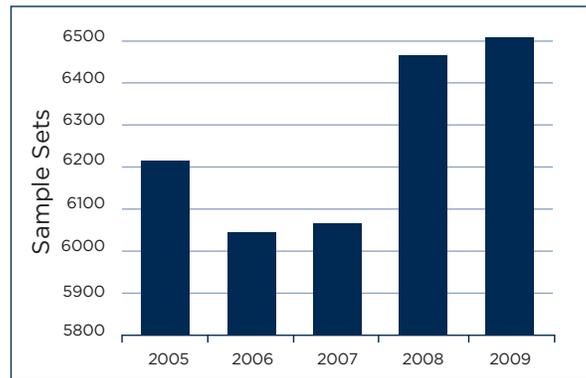


Figure 4 Turn-around time for January and June Proficiency Testing Shipments

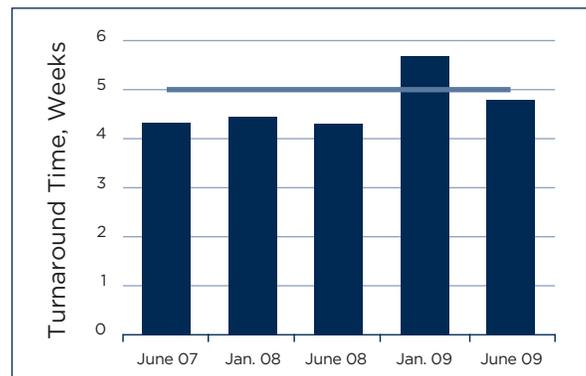


Figure 5 Turn-around time for March and October Proficiency Testing Shipments

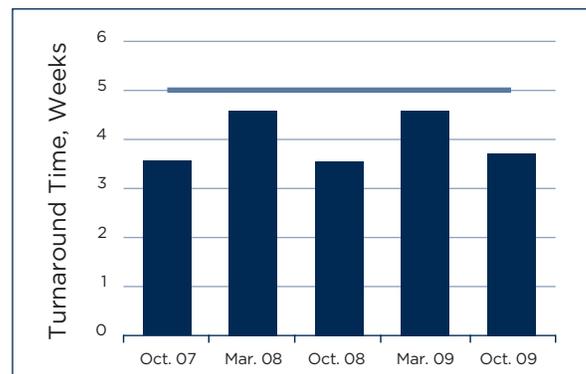


Table 4 Participation in Each Test Group of the CALA Proficiency Testing Program

PT	Group	Samples 2005	Samples 2006	Samples 2007	Samples 2008	Samples 2009
C-01A	Major Ions	517	451	425	473	470
C-01B	NH ₃ , o-PO ₄ , DOC	302	279	292	325	328
C-01C	Bromide/Nitrite	180	176	NA	NA	NA
C-02A	Metals Full	340	314	268	285	274
C-02B	Metals High	112	97	109	108	99
C-02C	Total Metals	N/A	135	139	150	154
C-03	TKN & TP	282	260	249	272	275
C-04A	TSS	410	357	414	442	449
C-04B	BOD	313	266	295	303	301
C-04C	Turbidity	179	159	192	198	195
C-04D	COD	177	152	192	191	193
C-05A	Coliforms	398	356	326	356	353
C-05B	Coliforms (P/A)	NA	79	92	99	101
C06A	OCP/PCBs	134	133	128	107	78
C06B	PCBs	N/A	N/A	N/A	41	81
C-07	PAH	132	137	138	141	143
C-08	PCB in Oil	101	97	96	98	91
C-09	Metals on Filters	53	43	41	41	38
C-10	Ions on Filters	43	35	26	27	24
C-11	Trout LC50	48	49	47	49	48
C-12	Daphnia LC50	43	41	42	45	42
C-13	Microtox IC50	60	51	58	59	58
C-14	CN (SAD)	104	94	101	103	106
C-15	pH	439	366	424	438	442
C-16	BTEX/THM	217	221	231	240	244
C-17	Metals in Soil	195	197	171	171	165
C-18	PAH in Soil	113	111	119	118	114
C-19	Mercury	168	152	160	157	162
C-20	Asbestos	204	212	249	257	256
C-21	Metals in Air	91	81	75	73	65
C-22	OP Pesticides	119	125	111	115	118
C-23	OCl Pesticides	73	N/A	N/A	N/A	N/A
C-24	Aryloxy Acids	77	79	67	69	62
C-25	Phenolics	91	88	78	80	78
C-27	Glyphosate	29	28	26	32	34
C-28	VOCs in Air	32	30	28	30	22
C-29	Aldicarb	45	56	54	61	61
C-31A	BTEX soil	162	168	148	150	148
C-31B	PHC soil	119	122	138	147	142
C-32	Chlorine	101	84	105	113	108
C-33	Total Phenolics	N/A	78	84	99	103
C-34	Oil and Grease	N/A	99	125	135	150
C35	PCB in Soil	N/A	N/A	N/A	58	65
C36	VOCs in Soil	N/A	N/A	N/A	N/A	65
TOTAL		6203	6058	6063	6456	6505

Alberta Alternate Program

In 2009, CALA coordinated two PT studies, and one follow-up PT study, in support of Alberta Environment's Alternate Program. This program is directed towards process (operational) testing performed by drinking water operators, a sector of testing that, historically, has been under-serviced by quality assurance and quality control.

Two contracts were signed with Alberta Environment for the extension of the program. The first contract was to cover

the June follow-up study and the second was to cover the September 2009 and March 2010 studies. March 2010 will be the last study for this program.

PT samples were shipped to 539 facilities in March 2009 with 180 facilities being involved in the June follow-up study. Samples were shipped to 528 facilities in September 2009. The follow-up study for the September study was cancelled by Alberta Environment.

Training Program

The CALA Training Program delivers training on subjects related to laboratory accreditation. CALA Training priorities remain unchanged:

- Training assessors to meet CALA accreditation program needs;
- Developing and delivering training within an approved training budget; and
- Assisting in the delivery of special services within the association and internationally.

At the end of March, CALA Training facilitated biennial Assessor Training sessions in Ottawa for over 130 CALA assessors.

In November, eight new assessor candidates passed the first ever CALA Lead Assessor Training Course. The course is based solely on ISO/IEC 17025 and CALA-specific approaches to assessing, and was submitted for consideration to RABQSA to be recognized as meeting the formal education requirements for their RABQSA certification.

In reaching out to CALA members in 2009, CALA Training delivered 42 in-class training sessions to over 540 members and non-members. The 2009 Training Schedule

included courses delivered in 76 training days and in eight cities across Canada. Thirty-four (34) individuals took part in 25 online training sessions. As well, eight days of unanticipated training was also delivered in Maryland, USA and Hong Kong to 52 participants from two ILAC regional bodies and the US Coordinating Body.

Together, these activities allowed CALA Training to finish 2009 with a small surplus of just over \$20,000. While the online training facility did not attract the participation anticipated, the in-class training substantially exceeded expectations. CALA Training continues to be the favoured training option for Canadian laboratories from all disciplines.

Preparing for 2010

The 2009 Training Needs Survey showed that members wanted stability in venues and more advanced technical courses.

The training schedule is shown at http://www.cala.ca/t_sched.html.

New Online Training Facility

Toward the end of 2009, CALA Training received bids from six different providers of online training. The successful bidder has commenced the creation of the new CALA Online Training facility, expected

to be operating with a full slate of CALA training by the end of July 2010. As courses are transferred to this more interactive configuration, CALA Training expects enhancements in both member satisfaction and use.

Figure 6 An example from CALA’s new online training capability.



International Activity

CALA tracks its international activities in two categories: those that provide services to international customers, and those that are undertaken to support CALA's signatory status in international mutual recognition arrangements.

Services Provided Internationally

In 2009, CALA delivered proficiency testing and/or accreditation services to 35 laboratories located outside Canada (up 1 from 2008), mostly in the rest of the Americas as shown in Figure 6. Seven (7) of these are in the accreditation program and all are in the proficiency testing program.

Mutual Recognition Arrangements

CALA continues to participate in activities to ensure the acceptance of Canadian laboratory results nationally and around the world. CALA is signatory to two (2) international mutual recognition agreements (the Asia Pacific Laboratory Accreditation Cooperation - APLAC and the International Laboratory Accreditation Cooperation - ILAC) that provide global recognition of CALA accreditation by over 60 accrediting bodies in more than 44 countries.

Figure 6 Distribution of 35 international laboratories receiving services from CALA.



CALA is an active participant in these two international organizations by providing staff to participate in international evaluations of other accrediting bodies, and attending meetings of both APLAC and ILAC to ensure that CALA is not only aware of new developments but is active in their formulation.

Throughout 2009, CALA continued to provide the convenorship of two APLAC Working Groups:

- The APLAC Evaluator Training Working Group trains all APLAC evaluators and some from other regions as well. Twenty (20) nominated evaluators from both the Inter-American Accreditation Cooperation (IAAC) and the Asia Pacific (APLAC) met in Washington in March 2009, learning to evaluate accreditation bodies for signatory status within the APLAC arrangement. Another dozen met in Baltimore in October for the North American Cooperation for Laboratory Accreditation (NACLA), learning to

evaluate accreditation bodies against the needs of the US Navy, US Department of Defense (DOD) and other US Federal agencies.

- The APLAC Technical Committee Working Group on Remote Field Activities is currently working on ways to recognize the contribution of remote sites to a laboratory's overall testing capabilities.

CALA staff also acted as secretaries for the ILAC Proficiency Testing Consultative Group and the APLAC Technical Committee. Staff also led an evaluation team to the USA in September 2009, to recognize an accreditation body under the NACLA arrangement.

Evaluations of CALA

In 2009, CALA Quality Management facilitated the evaluation of CALA's accreditation program (APLAC visit in May) and the assessment of the PT program (A2LA visit in February).

Appendix A

Summary of Proficiency Testing Performance

The following tables provide details of success rates for each test group. The first two (Tables A1 and A2) reflect the entire program, while the last two (Tables A3 and A4) are for laboratories licensed by the Ontario Ministry of Environment under the

Ontario *Safe Drinking Water Act*. Note that non-reported results are not included among the failures in these estimates as these are sometimes related to registration changes after the study has started.

Table A1 Success rates for all laboratories participating in the January and June 2009 rounds.

Total Program	January 2009		June 2009	
	Tests	Success %	Tests	Success %
Water				
C06A-OCPs	505	95.0	505	95.6
C06B-PCBs	44	90.9	45	97.8
C07-PAHs	859	96.3	906	95.0
C16-BTEX/THMs/VOCs	2286	94.4	2275	94.2
C22-OP Pesticides	476	94.3	498	92.8
C24-Aryloxy acid pesticides	181	94.5	180	92.8
C25-Phenolics	117	97.5	137	94.2
C27-Glyphosate	16	93.8	17	88.2
C29-Aldicarb	20	95	19	94.7
C34-Total Oil and Grease	68	92.6	70	94.3
Oil				
C08-Total PCBs	45	88.9	45	93.3
Air Filter				
C09-Metals	70	92.8	70	87.1
C10-Major ions	39	95.4	35	91.4

Table A1 Continued from page 27

	January 2009		June 2009	
	Tests	Success %	Tests	Success %
Soil/Sediment				
C17-Metals	1436	94.6	1400	93.4
C18-PAHs	781	93.5	848	95.6
C31A-PHCs/BTEX	485	96.7	447	96.6
C31B-PHCs	226	94.2	226	94.7
C35-PCBs	29	93.1	32	90.6
C36-VOCs*	883*	86.2*	931*	96.8*
Occupational Health				
C20-Asbestos	63	82.5	64	92.2
C21-Metals	59	98.3	59	96.6
C28-VOCs	22	90.9	20	100

* Test group still in PILOT status.

Table A2. Success rates for all laboratories participating in the March 2009 and October 2009 rounds.

Total Program	March 2009		October 2009	
	Tests	Success %	Tests	Success %
Water (Inorganic)				
C01A-Major ions	1591	93.1	1570	95.6
C01B-NH3/PO4/DOC/Br/NO2	445	93.3	450	93.1
C02A-Metals	2327	93.0	2446	95.7
C02B-Metals (high range)	513	93.6	445	93.9
C02C-Metals (Total)	1098	95.2	1136	95.0
C03-TKN/TP	218	91.3	213	93.4
C04A-Solids	327	94.2	324	96.9
C04B-BOD	208	96.6	208	95.9
C04C-Turbidity	95	97.9	94	96.8
C04D-COD	92	97.8	90	98.8
C14-Cyanide	52	94.2	53	90.6

Table A2 Continued from page 28

	March 2009		October 2009	
	Tests	Success %	Tests	Success %
C15-pH	229	95.6	225	99.1
C19-Mercury	81	91.4	79	92.4
C32-Chlorine	51	88.2	50	98.0
C33-Total Phenolics	48	87.5	48	91.7
Water (Microbiology)				
C05A-Microbiology	491	95.3	511	98.4
C05B-Microbiology P/A	92	97.8	100	95.0
Water (Toxicology)				
C11-Trout	21	85.7	21	90.5
C12-Daphnia	20	100	21	100
C13-Microtox	29	96.6	28	92.9
Occupational Health				
C20-Asbestos	61	98.3	56	98.2
C21-Metals	67	87.5	59	98.8

Table A3 Success rates for OSDWA laboratories participating in the January 2009 and June 2009 rounds.

OSDWA Laboratories	January 2009		June 2009	
	Tests	Success %	Tests	Success %
Water (Organic)				
C06A-OCPs	185*	98.4*	226	96.0
C06B-PCBs	15	100	17	100
C07-PAHs	174	98.3	190	95.8
C16-BTEX/THMs/VOCs	530	97.4	555	99.3
C22-OP Pesticides	258	95.7	285	96.1
C24-Aryloxy acid Pesticides	99	94.9	99	94.9
C25-Phenolics	56	100	60	96.7
C27-Glyphosate	9	100	9	8.9
C29-Aldicarb	13	100	13	100
C34- Oil and Grease	6	100	7	100

* Heptachlor was excluded from evaluation

Table A4 Success rates for OSDWA laboratories participating in the March 2009 and October 2009 rounds.

OSDWA Laboratories	March 2009		October 2009	
	Tests	Success %	Tests	Success %
Water (Inorganics)				
C01A- Major Ions	241	97.5	246	95.5
C01B- NH ₃ /PO ₄ /DOC	90	95.7	98	95.9
C02A- Metals	431	94.9	437	97.7
C02B- Metals (high range)	16	100	32	96.9
C02C- Total Metals	164	98.8	163	97.5
C03- TKN/TP	39	100	42	92.9
C04A-Solids	35	91.4	42	97.6
C04B-BOD	11	100	20	100
C04C- Turbidity	20	95.0	20	90.0
C04D-COD	9	100	12	100
C14-Cyanide	11	100	12	100
C15-pH	33	100	34	100
C19-Mercury	14	100	15	86.7
C32-Chlorine	13	92.3	12	100
C33- Total Phenolics	14	100	15	93.3
Water (Microbiology)				
C05A- Microbiology	172	96.5	169	98.8
C05B- Microbiology P/A	29	100	27	100

