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June 29, 2012

## BOARD CORNER

### June Board Meeting

The CALA Board met June 11, 2012 in Mississauga, in conjunction with CALA's Annual General Meeting. The new Board was formed and new Officers were elected.

**Please see page 3** of this newsletter for Board contact information.

## MESSAGE FROM THE CALA PRESIDENT & CEO

The summer solstice has just passed and summer is now upon us, and we have much to report to the membership. See the **full CEO Message on page 2**.

## 2012 AGM

The 23rd Annual General Meeting of CALA was held at the Toronto Hilton Airport Hotel and Suites on Tuesday June 12, 2012. The entire day was also webcast and is available as an archive.

**Please see page 3** of this newsletter.

## 2014 CONFERENCE

The feasibility study conducted by Greenfield Services Inc. is now complete and we are happy to report that there is a good possibility that in 2014 we will hold our a first-ever CALA Conference and Trade Show in conjunction with our 25th AGM.

**Please see page 7** of this newsletter.

## FOOD ACCREDITATION

On June 8th, the Canadian Food Inspection Agency (CFIA) issued a "Notice to Industry" advising food-testing laboratories that it now recognizes accreditation by CALA.

**Please see page 8** of this newsletter.



## 2 | MESSAGE FROM THE PRESIDENT & CEO

Today (June 20th, 2012) at 7:05 pm summer will officially arrive. The funny thing about 2012 so far is that everything has come early, including our summer-like weather, which has been with us for some time now. Ottawa winters are always long and cold, so we really do appreciate anything Mother Nature can do to increase the length of our summers.

From both our direct survey feedback, as well as numerous anecdotal comments, our 23rd AGM was considered to have been “the best CALA AGM ever”. We were particularly thankful for the address and profile afforded us by Dr. Martine Dubuc as our keynote speaker from the Canadian Food Inspection Agency (CFIA).

A high success rating is always a hard act to follow, since it raises expectations. However, we will certainly try to maintain the standard we have now set. In fact, in response to input from our members in British Columbia who joined us through our webcast, we are planning to move the timing of our next AGM to the late afternoon in order to allow them more reasonable access because of the time zone differences across Canada. Since our AGM in 2013 will be hosted in Moncton, New Brunswick, the time shift to include our members from the west will be even more important. This year’s web cast was reported to have been of much higher quality (both audio and video) compared to our inaugural experiment with this technology in 2011. Again, our objective is to deliver year over year improvements if at all possible.

The AGM is one of our main opportunities to recognize the many and varied contributions made by CALA volunteers. I would recommend to our readers to view the dedicated Volunteer Recognition page we have created on the CALA website. ( <http://www.cala.ca/recognition.html> ) It is extremely gratifying to see this listing, which represents a total of more than 800 person-years of volunteer commitment. To all those who have volunteered your time to CALA....we are in your debt for making CALA the respected accreditation body it is today.

Other highlights that you will find of interest in this newsletter edition include:

- an introduction to the new CALA Board of Directors and its Officers for 2012-2013
- backgrounds on the 2012 Serge Villard and Don LaBerge Awards
- coming improvements in the online access to your PT data
- and much more

As always, you can reach me directly at [cbrimley@cala.ca](mailto:cbrimley@cala.ca) , or at (613) 233-5300 if you would like to comment on CALA’s programs & services or provide us with constructive feedback for our continuous quality improvement process.

C. Charles Brimley  
President & CEO



### 3 | HIGHLIGHTS OF BOARD MEETING AND 23RD CALA AGM

#### New Board Members and Officers

The new CALA Board is pleased to announce the addition of two new elected directors, the return of three directors (2 re-elections and 1 appointment) and the election of new Officers.

Newly elected to the Board were Jane Kaczmer (Alberta) and Rhonda Schop (Ontario). Re-elected were Paul Fewer (Nova Scotia) and Linda Neimor (Manitoba). All are At-Large Directors representing the entire membership. Jane is currently a Quality Assurance Technologist with Genetic Laboratory Services, Alberta Children's Hospital. Rhonda is presently with the Ontario Ministry of the Environment, Laboratory Services Branch. The Board appointed Jamie Downie to another term as director.

The new Officers of the Board are:

- Chair - James Downie, JRD Consulting Co
- Vice-Chair - Tim Delaney, NS Dept. of Agriculture and Fisheries
- Treasurer - Robin MacLean, Gilead Power Corporation
- Secretary - Michael Brodsky, Brodsky Consultants
- Past Chair - Linda Neimor, ALS

#### Annual General Meeting

The 23rd Annual General Meeting of CALA took place at the Toronto Hilton Airport Hotel and Suites on Tuesday June 12, 2012. The day's theme mirrored World Accreditation Day 2012 - "Accreditation: Supporting Safe Food and Clean Drinking Water".

The entire day was a great success and was webcast "live" for those CALA Members unable to travel to take part in the AGM activities. An archive is available on our AGM page <http://www.cala.ca/agm>

Dr. Martine Dubuc of the Canadian Food Inspection Agency (CFIA) was a very interesting and engaging keynote luncheon speaker. As well, two awards were presented, and volunteers were recognized for reaching service milestones.

#### Serge Villard Award

Cynthia Young received the Serge Villard Award, for her outstanding commitment and contributions to the accreditation program as a volunteer assessor. Serge Villard was one of the three originating directors for the Association.

Cynthia earned her B.Sc from McMaster University and is currently the Manager of Quality Systems and Science interface at the Environment Canada Centre for



#### 4 | Inland Waters in Burlington, Ontario.



Pictured: Cynthia (left) receives award from Linda Neimor, CALA Chair

Cynthia has been an assessor with CALA since 1999 and since that time has conducted 40 assessments - 18 of them as a Lead Assessor. She is also certified as a Lead Assessor with RABQSA.

Cynthia's wealth of technical expertise contributes greatly to the reputation of the CALA program. Her leadership skills and grasp of quality systems have made her a very effective Lead Assessor, as evidenced by positive feedback from both team members and laboratories that she has assessed. She is always willing to help out with assessments when she can, and does her best to accommodate staff requests.

### Don LaBerge Award

The Don LaBerge Award for 2012 was presented to Dr. Wo Yuen to recognize him for having so selflessly volunteered his time and expertise to the work of CALA and for the benefit of the entire laboratory community.

Wo was unable to join us in person to accept his award since he was travelling outside the country but graciously sent us a personal message that was read during the awards ceremony.

Wo earned his PhD at the University of Alberta in 1978 and from 1980 he has served as Principal Scientist, Laboratory Manager and Senior Scientist, all with the Saskatchewan Research Council.

Wo has been a CALA assessor from 1993 to present and has been involved in a total of 58 laboratory assessments - 37 of these as a Lead Assessor. He has been a member of the CALA Program Committee, President of the Board of Directors and is a member of the CALA Advisory Panel.

This award is presented for individual lifetime achievements and commitment to the work of CALA. Wo has shown his commitment to the CALA family with great integrity, patience, warmth and kindness.

### Volunteer Recognition: Program, Pins and Web Page

At the AGM, a number of volunteers were recognized under our "Volunteer Service Recognition Pin" program. Also, we are pleased to announce our new volunteer recognition web page at <http://www.cala.ca/recognition.html>

The sustained high quality of CALA programs is a direct result of the ongoing commitment and dedication of our volunteers. Volunteer efforts are critical to keeping CALA programs and services at an affordable level for the laboratory community. The expertise and professionalism exhibited by our volunteers encourages all of CALA to strive for even higher levels of stakeholder satisfaction in everything we do as an organization.





### Volunteers Recognized at the CALA AGM

#### 5-Year

Suman Punani  
Maureen Leaver  
Cathy McPherson

#### 10-Year

Patrick Buchanan  
Michelle Linssen Sauv e  
Joe Mastroianni  
Rhonda Schop  
Chris Pharo  
Jim Somers  
Patrick Mueller

#### 15-Year

David Wong  
James Downie  
Adam Habayeb

#### 20-Year

Yvonne Stokker

Established in 2011, the CALA “Volunteer Service Recognition Pin” program is a way to recognize these outstanding individuals and their contributions. The pins recognize service for 5 years or greater, in increments of 5 years. CALA has a standardized approach for the award of these volunteer recognition pins. During a year that CALA hosts a biennial assessor training event for its assessors, any assessor reaching an award milestone (5,10,15 or 20 years) will be presented their pin at the biennial training event. In years when there is no biennial training, assessors will be recognized at the CALA AGM. All non-assessor volunteers reaching a milestone will be recognized annually at the CALA AGM.

As a CALA volunteer Assessor, expert Advisory Panel member, Program Committee member, Accreditation Council member, or member of the CALA Board of Directors, our volunteers have made an immeasurable contribution to the laboratory community.

## WORLD ACCREDITATION DAY 2012

June 9, 2012

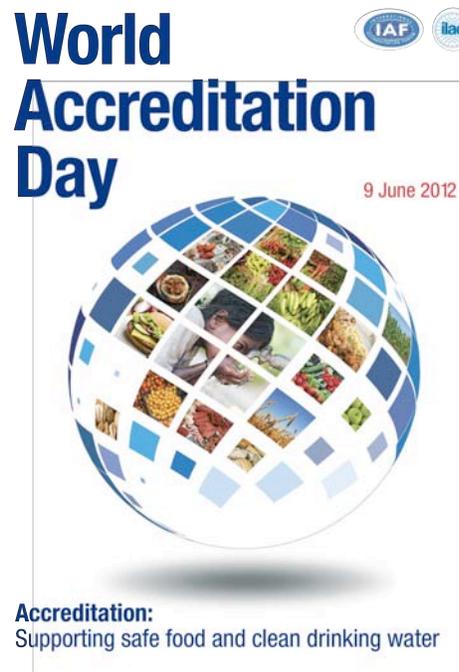
9 June 2012 marked World Accreditation Day (WAD), a global initiative jointly established by the International Accreditation Forum (IAF) and International Laboratory Accreditation Cooperation (ILAC) to raise awareness of the importance of accreditation-related activities. This year’s theme focused on the role that accreditation plays in supporting the provision of safe food and clean drinking water. A 2012 Accreditation Day video can be viewed at

<http://youtu.be/rN9M7aJ85LU>

### Maxxam celebrates WAD 2012

Maxxam Analytics International Corporation celebrated WAD 2012 with a number of activities for their laboratory staff across Canada. Accreditation articles were made available to employees, a “WAD Crossword Challenge” (with prizes!) was distributed to staff and, on June 8th, Mississauga’s QA staff hosted coffee and cookies for local staff.

Congratulations to Maxxam and if your laboratory also celebrated WAD 2012, please let us know.





## 6 | REQUEST FOR JOHN LAWRENCE STUDENT SCHOLARSHIPS NOMINATIONS

The John Lawrence Student Scholarships are awarded annually to 2 students:

The awards recognize the applicant's understanding and use of any of the following themes:

1. Importance Of Data Quality.
2. Value Of Accreditation.
3. Quality Assurance And Quality Control In Testing Measurements And Experimentation.

Applicants will submit a scientific paper to demonstrate their understanding of the themes. The CALA Awards Committee, using the criteria outlined on the scholarship application form, will evaluate papers.

To be considered for the award, students must meet **all** of the following criteria:

- Be enrolled in a post secondary institution (science discipline) at the time of award.
- Have completed a minimum 2-month work term with a CALA Member Laboratory within the past 12 months.
- Submit a completed CALA Application Form and their paper to CALA for evaluation by **August 10th, 2012**.

Scholarship recipients will receive the following:

- One-time amount of \$1,000 presented to the winner by a local Board Member or Head of the Member Laboratory;
- Acknowledgement on the CALA website; and
- Recipients' name entered on a master plaque containing the names of annual recipients (The plaque is kept at the CALA head office in Ottawa).

Previous winners of a CALA Scholarship are ineligible to apply.

Any questions regarding CALA and these scholarships should be directed to [cmallette@cala.ca](mailto:cmallette@cala.ca)

The application can be downloaded at [http://www.cala.ca/12student\\_award\\_nominations.pdf](http://www.cala.ca/12student_award_nominations.pdf)



## 7 | 2014 CALA CONFERENCE AND TRADE SHOW

### Feasibility Study Complete

# Greenfield

Services Inc.

As noted in our March 2012 newsletter, CALA contracted with Greenfield Services Inc. to undertake a feasibility study for a CALA Conference and Trade Show to be held in conjunction with our 25th AGM in 2014. During March and April, members were contacted (online and telephone) and were very enthusiastic, achieving a 52% completion rate! Thank You! Laboratory suppliers were also contacted under a separate process.

Based on the responses, a 2014 CALA Conference and Trade Show is a real possibility and would likely have the following profile:

- held in April, May or June (October was popular as well);
- 2-3 days in length;
- held on Tuesday-Wednesday, with Monday or Thursday being the additional day, if required;
- held in a city location as opposed to an airport or resort location
- a strictly professional event, with limited social activities;
- may include a wide variety of delivery formats (Plenary session(s) with keynote speaker, Specialty Speakers, Panel discussions, Poster sessions, Demonstrations); and
- have a registration fee of \$500 or less.

Many members indicated they would send more than one delegate to attend – another positive! Members also provided valuable information on desired topics or stream, including:

- Latest Technologies, Methodologies and Products
- Regulatory: Updates and Requirements
- CALA: Updates, Future, and Programs
- International: Standards, Interpretation and Upcoming Changes
- QA/QC: QMS, Calibration, Method Validation and Uncertainty

While not exhaustive, these appear to be the most popular categories and will, along with the entire topic data set, be used as a starting point to further refine and determine exact conference streams. That will be one of the many tasks of the Conference Steering Committee, once formed.

### Conference Organizer RFP and Steering Committee

The next step in the process will be an RFP for a Conference Organizer, and following the selection of an organizer, the establishment of a Conference Steering Committee. The Committee will require volunteers from the membership to commit their time, provide expertise, and fill specific roles required by the Committee. Look for a call for volunteers before the end of the year.



## 8 | PROGRAM UPDATES

### Accreditation Program Update

#### **CFIA “Notice to Industry” - CFIA now recognizes CALA accreditation**

In February 2012, the CALA membership was notified of the agreement between CALA and the Canadian Food Inspection Agency (CFIA) regarding the accreditation of food testing laboratories. On June 8th, the Canadian Food Inspection Agency (CFIA) issued a “Notice to Industry” advising food-testing laboratories that, as of March 2012 recognized accreditation by CALA.

A copy of the notice in pdf format can be downloaded at [http://www.cala.ca/nw\\_Jun11\\_CFIA-recognizes-CALA-accred.pdf](http://www.cala.ca/nw_Jun11_CFIA-recognizes-CALA-accred.pdf)

#### **Sample Containers, Hold Times and Preservation**

At the suggestion of the Program Committee, a list of common references used for sample containers, hold times and preservation requirements was compiled ([http://www.cala.ca/library.html#accreditation\\_guidance](http://www.cala.ca/library.html#accreditation_guidance) ). It's not an exhaustive list, and if you think other references should be included in this compilation, please forward them to [webmaster@cala.ca](mailto:webmaster@cala.ca).

#### **Proposed Changes to Assessment Model**

You may recall at the 2011 Annual General Meeting (AGM), the concept of a risk-based and/or representative sampling assessment model was introduced. Following up on comments by stakeholders, staff determined that the best approach forward was assessing a sample of a proposed scope, which is in keeping with international practice for most, if not all, accreditation bodies. What does this mean practically for laboratories? Rather than 100% of the appendices on a proposed scope being assessed, a sample of the proposed scope would be assessed. CALA staff are in the process of developing procedures to ensure consistency in sampling of scopes while maintaining the integrity and rigour of assessments. As well, procedures are being developed to ensure that staff and assessors have a record of what was assessed at each visit. Three (3) laboratories were chosen to participate in a pilot in 2012, with the goal of refining the procedures and evaluating the process. If the evaluation indicates that the procedures are satisfactory, the intent is to train assessors at the 2013 biennial assessor training with the intention of full implementation of representative sampling in 2013.

If you have any questions or concerns, please contact Colleen Cotter, Accreditation Manager.

### PT Program Update

#### **On-line access to historic PT studies**

Over the next few weeks, CALA will be making available on-line tools for accessing and trending historic CALA PT data. This will allow a laboratory to download PT data based on user defined search criteria, and to produce some basic trending plots. Laboratories are encouraged to access this system and



- 9 | provide feedback. This will be the first of several significant changes to CALA's on-line capabilities that will allow laboratories to manage their own information and access information previously unavailable or difficult to obtain.

### **Proficiency testing for food microbiology**

The Centre d'expertise en analyse environnementale du Québec (CEAEQ) and CALA are working together to develop a PT program for food microbiology to provide laboratories with a Canadian source of PT that will meet their CFIA and CALA accreditation requirements. At present, CEAEQ is conducting experiments to help establish production and packaging procedures that will result in homogeneous and stable samples that can be offered at a reasonable price. If all goes well, we are hoping to conduct the first study this fall. As soon as we are confident that we can offer a high quality and cost effective PT program for food microbiology we will let laboratories know about the details and how to participate.

## Training Program Update

### **Webinars**

CALA is now offering webinars on a wide variety of topics. Our Laboratory Audits and Assessment series will kick off on Thursday, July 26 at 1:00 p.m. EDT with The Top 12 Questions to Ask During an Audit. This webinar is available to members for \$25 and non-members for \$40 per connection. In other words, you can book a meeting room and have your laboratory staff attend and only pay for one connection.

Other webinars will be added to the schedule soon. Check the schedule by going to [http://www.cala.ca/training\\_program.html](http://www.cala.ca/training_program.html) and clicking on "Online, Webinars and Publications"

### **2012 Fall Training Schedule**

Check our 2012 fall schedule on our newly updated training website at [http://www.cala.ca/training\\_program.html](http://www.cala.ca/training_program.html)

Did you know that if you get a 10% discount if you register 3 or more people from your laboratory in the same course?

Remember that all our publically scheduled courses are Guaranteed to Run. If you are registered for a course, you can rest assured that the course will go ahead.

### **New course on the fall schedule - Beyond the Basics**

CALA is offering a new course starting in September. The Beyond the Basics course will focus on common issues faced by accredited laboratories and strategies for resolving issues and for continual improvement. See [http://www.cala.ca/t\\_beyond\\_basics.html](http://www.cala.ca/t_beyond_basics.html) for details on the course.

Also check out our new Control Charting for Laboratories course!



## 10 | CONNECT WITH US!

### CALA RSS News Feed, LinkedIn and Facebook

CALA is pleased to announce availability of RSS on our newspaper, as well as two new ways to connect with us via social media: LinkedIn and Facebook!



CALA's news page is now RSS ready.

RSS - Really Simple Syndication is a web feed format used to publish frequently updated works in a standardized format.

<http://tinyurl.com/cala-news-rss>



CALA's staff are now on LinkedIn, the world's premier business-related social networking site.

Connect with staff on our Company LinkedIn page.

<http://tinyurl.com/cala-linkedin>



CALA is now on Facebook, the world's largest social networking site.

<http://tinyurl.com/cala-facebook>

## QUALITY DOCUMENTS UPDATE

The following revised CALA Quality System documents can be found on the CALA website at <http://www.cala.ca/library.html>

A03	Rating Guide Appendix	Rev 5.13	19-Mar-12	Accreditation Program
A24	CALA checklist for microbiology	Rev 3.17	22-Mar-12	
A66	CCME checklist	Rev 1.8	18-May-12	
P26	Transfer of Accreditation	Rev 1.13	15-Mar-12	
P07	CALA Application of Requirements in ISO/IEC17025	Rev 3.3	23-Mar-12	
PT15-01	CALA PT Program Scheme	Rev 1.5	2-May-12	PT Program
Q28	Disputes and Appeals within CALA Programs	Rev 2.8	1-May-12	Quality
F14	CALA Training Course Registration Form	Rev 2.13	7-Jun-12	Training

## The CALA Board of Directors

All members, especially laboratories that are new applicants, are encouraged to contact any of the directors listed below to discuss CALA and its programs, and to seek their advice and guidance on how to make our programs work for them.

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