

2009 Member Training Needs
Revision 1.3 – November 2008



Results of the CALA Member Survey on Training Needs for 2009

Background of Survey

Members were requested to articulate their training needs in order for CALA to deliver training focused on these needs. The survey opened on 15 September 2008, and closed on 20 October 2008.

Survey Results

Level of Response:

The survey was viewed 188 times and 69 individual responses were provided. This means that close to 30% of members viewed the survey and one 37% of those took the time to respond. Roughly 11% of all CALA members responded, up from 9% the previous year.

Courses Desired

Of the 69 responses received, members indicated their preferences for 380 persons to take the following courses:

Course	Demand
Measurement Uncertainty (Analytical Chemistry)	12%
Explaining Measurement Uncertainty to my Clients	11%
Use of PT in Testing Labs	10%
CALA Internal Auditor Course (for ISO/IEC 17025)	9%
Continual Improvement through Root Cause Analysis	9%
Understanding ISO/IEC 17025	8%
Measurement Uncertainty (Microbiology)	7%
Laboratory Internal Calibration	7%
Laboratory Leadership	6%
Care and Feeding of a Laboratory Quality System	6%
CALA Accreditation Seminar	5%
Value of Accreditation	4%
Ashbrooke Lead Auditor Course (with ISO/IEC 17025)	3%
Ashbrooke Designing a QMS to ISO/IEC 17025	2%
Quality Manual Template for ISO/IEC 17025	1%
Other: <ul style="list-style-type: none"> • Sampling and sampling uncertainty, • CALA procedures • Lab QC Practices • Continual Improvement • Small lab operation (1-2 person labs) • Passing assessments for Quality Managers and QC Staff • Uncertainty for Toxicology 	1%

Table 1 - Survey results regarding desired courses

Venues Desired:

Cities	Preference
Calgary	23%
Toronto	21%
Edmonton	20%
Kitchener	9%
Halifax	8%
Vancouver	6%

Cities	Preference
Saskatoon	5%
Ottawa/Kingston	5%
St John's	3%
Montreal/Quebec City	2%
Moncton	2%

Table 2 - Survey results regarding desired venues

Impact on 2009 CALA Training Program

Eighty one training days are planned for 2009 to deliver 61 planned courses, Total attendance is expected to be at least 400, and CALA will be prepared to deliver to up to 700 participants. The current fee structure allows viable delivery of training with as few as 7 participants. Only 380 individual seats were noted on this survey, but responses were from only 11% of the membership. Simple extrapolation indicates that an annual goal of 400 participants is therefore attainable.

Course	Demand	No of Courses
Measurement Uncertainty (Analytical Chemistry)	12%	7
Explaining Measurement Uncertainty to my Clients	11%	7
Use of PT in Testing Labs	10%	5
CALA Internal Auditor Course (for ISO/IEC 17025)	9%	6
Continual Improvement through Root Cause Analysis	9%	7
Understanding ISO/IEC 17025	8%	6
Measurement Uncertainty (Microbiology)	7%	4
Laboratory Internal Calibration	7%	5
Laboratory Leadership	6%	3
Care and Feeding of a Laboratory Quality System	6%	3
CALA Accreditation Seminar	5%	On demand
Value of Accreditation	4%	5
Ashbrooke Lead Auditor Course (with ISO/IEC 17025)	3%	1
Ashbrooke Designing a QMS to ISO/IEC 17025	2%	2
Total	100%	61

Table 3 - Number of desired courses needed to meet stated demand

Planned Delivery Schedule for 2009

* Prefs = stated venue preference from Table 2 above

City	Prefs	Courses to deliver	# of Courses	Total Days
Calgary Aug - 2 weeks Nov - 1 day	23%	MU (Chemistry) MU (Microbiology) Explain MU to my Clients!! Value of Accreditation Understanding 17025 Use of PT in Testing Labs Continual Improvement and Root Cause Analysis Internal Calibration Care and Feeding Course	1 1 2 1 1 1 1 - 1 1	10
Edmonton Apr - 2 weeks Nov - 2 days	20%	MU (Chemistry) MU (Microbiology) Explain MU to my Clients!! Value of Accreditation Use of PT in Testing Labs Internal Auditor Course Continual Improvement and Root Cause Analysis Internal Calibration Laboratory Leadership Care and Feeding Course Designing QMS to 17025	1 1 2 1 1 1 1 1 1 1 1	13
Toronto Jan - 2 weeks	16%	MU (Chemistry) Explain MU to my Clients!! Value of Accreditation Understanding 17025 Internal Auditor Course Use of PT in Testing Labs Continual Improvement and Root Cause Analysis Internal Calibration	1 1 1 1 1 1 1 1	10
Kitchener/Waterloo Jun - 1 week Nov - 1 week	9%	MU (Chemistry) MU (Microbiology) Explain MU to my Clients!! Value of Accreditation Understanding 17025 Internal Auditor Course Use of PT in Testing Labs Continual Improvement and Root Cause Analysis Internal Calibration	1 1 1 1 1 1 1 1 - 1	11

City	Prefs	Courses to deliver	# of Courses	Total Days
Halifax Jun - 2 weeks In conjunction with CALA AGM	8%	Understanding 17025 MU (Chemistry) Continual Improvement and Root Cause Analysis Use of PT in Testing Labs Care and Feeding Course Internal Auditor Course	1 1 1 - 1 1 1	9
Vancouver Oct - 2 weeks In conjunction with ILAC/IAF Conference	6%	MU (Chemistry) MU (Microbiology) Designing QMS to 17025 Understanding 17025 Laboratory Leadership Internal Auditor Course	1 1 1 1 1 1	9
Ottawa/Kingston Sep - 1 week Nov - Lead 1 wk	5%	Lead Auditor Course Explain MU to my Clients!! Value of Accreditation Continual Improvement and Root Cause Analysis Internal Auditor Course Laboratory Leadership	1 1 1 1 - 1 1	11
Saskatoon Sep - 1 week	5%	MU (Chemistry) Internal Auditor Internal Calibration	1 1 1	5
St John's Jul - 4 days	3%	Understanding 17025 Continual Improvement and Root Cause Analysis	1 1 -	3

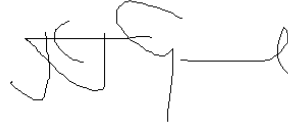
City	Prefs	Courses to deliver	# of Courses	Total Days
Quebec / Montreal	2%	Not enough interest currently expressed. Will deliver training when requested by membership.		
Fredericton / Moncton	2%			
Total number of training days planned				81

The courses planned for delivery in each locale do not exactly match the stated interest. For example, a lead auditor course is planned for Ottawa each year. This is primarily to facilitate the training of assessors for the CALA Accreditation Program. As well, a locale such as Halifax is allocated slightly more than its stated share of courses when compared to the Kitchener, because members in Southern Ontario have more choices available from venues such as Toronto and Ottawa.

Conclusions

The planned schedule resulting from this survey is for 81 training days delivered in 9 cities across Canada. This includes training delivered around special events such as the CALA AGM and up to 12 days of training delivered to international clients, most of which should be delivered in Vancouver in October to coincide

with the Joint ILAC/IAF General Assembly, scheduled to take place between 9 and 21 October 2009. CAEAL is hosting this event on behalf of Canada. The CAEAL Training Calendar for 2009 will reflect the needs expressed by members in this survey.



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See http://www.cala.ca/t_caeal_training_flow.pdf for courses and recommended pre-requisites

See <http://caeval.dameco.com/Coursesoffered.asp> for online training.