

**MEMBERS' AND ASSESSORS' MEETING  
2013**

**Jennifer Evans  
Chief Executive Officer**

- **Key priorities**
  
- **End of Year 2011 - 2012, progress 2012 - 2013**
  - **Finance**
  - **Operational parameters**
  
- **NATA Council & Board Membership**

## Key Priorities

- Focus on improving and updating our policies and processes, delivering efficiencies internally and to our members, presenting a more consistent 'face' to our members
  - Some processes have been unchanged for 65 years!!
- *Integrated Accreditation* project
  - *Assessment Effort* project
  - Scopes of Accreditation
  - Signatories
  - Field Application Documents
- Electronic Document Management System
  - web-based member portal now available
- New Strategic Plan – 2012-2015

## Key Priorities

- Social media
  - corporate Facebook and LinkedIn sites
- Review of *NATA Rules*
- New surveillance model for Medical Testing
- Implementation of revisions to ISO/IEC 17020 and ISO 15189
- Further development of stakeholder engagement strategy
- 'Non-accreditation' products / activities

## 2011-2012 End of Year Performance - Finance

- Income = \$26.0M ↓4.0% [over 2010-2011]
  - Accreditation activities = \$21.0M ↑6.1%
    - Significant contribution from DIAS II
  - Training services = \$815,000 ↓16.8%
  - Projects = \$189,000 ↓88% [2010-2011 = \$1.6M]
  - SISO = \$1.4M
  - contributions from NCSI dividend, ILAC & APLAC secretariats
- Expenditure = \$24.1M ↓9% [over 2010-2011]
  - 7% below budget
- Profit = \$1.4M [2010-2011 = \$485,000]
  - approved budget \$707,000

## 2012-2013 - Finance

- Income
  - No significant growth in core accreditation activities
  - Reduction in other income sources
  - 3.9% increase in accreditation fees and charges
- Expenditure
  - ↑ HR expenditure
- Profit = \$500,000
- Current projection ≈ \$500,000

## 2011-2012 End of Year Performance - Operational

### ***Accreditation Activity***

- 4,898 activities, ↓2.6% from 2010-2011 [ $@ 31 \text{ Dec } 12 = 2681 \text{ activities}$ ]
  - activities conducted at 2,599 facilities [ $@31 \text{ Dec } 12 = 1500 \text{ facilities}$ ]
  - reassessments ↓14%, surveillance visits ↑5.7%
  - variations (on-site & desk-top) ↓1.7%
  - initial assessments ↓3.3%

### ***Accreditation Statistics***

	@31 Dec 2012	@30 June 2012	@30 June 2011	Δ %
Facilities	3201	3158	3074	↑2.7
Units [chargeable]	5908	5873	5778	↑1.6
Withdrawals	160	240	215	↑12

## 2011-2012 End of Year Performance - Operational

### ***Charter of Service***

- Performance (compliance with 10 Service Standards) = 93% [target = 90%]
  - Changes to Service Standards effective 1 July 2012
    - Conduct advisory visit after formal request ≤4 weeks [6]
    - Conduct assessment of applicant\* ≤12 weeks [15]
    - Issue confirmed assessment report\* ≤4 weeks [6]
    - Conduct desk-top variation ≤4 weeks [6]
    - Conduct variation visit\* ≤6 weeks [10]
    - Report on submissions ≤4 weeks [6]
    - Grant accreditation ≤4 weeks [6]
- \* Further reductions in 2013-2014
- Current performance (at 1 February 2013) = 91% [target = 90%]



## 2011-2012 End of Year Performance - Operational

### ***Overdue Surveillance***

- Target:  $\leq 2\%$  scheduled accreditation activities overdue by  $>3$  months
  - Actual = 2.9%
    - Chem = 2.3%
    - CMT = 10.3%
    - Inspection = 6.1%
    - Mech = 2.9%
    - MST = 2.6%
    - NDT = 2.9%
  
- Current at 1 February 2013 = 2.3%

## 2011-2012 End of Year Performance - Operational

### ***Customer Feedback***

- Complaints
  - 22 received                      9 sustained, 7 partially sustained, 6 not sustained
- 2010-2011
  - 32 received                      14 sustained, 9 partially sustained, 9 not sustained
- Post on-site activity surveys
  - data collection since November 2010, 27% response rate
  - continuing strong member endorsement of services
  - 90 – 95% ‘strongly agree’ or ‘agree’

## Council – New South Wales Representatives

- Current Council term – 1 July 2010 to 30 June 2013
- *New South Wales Government*  
Mr Ross Williams  
Dept of Environment, Climate Change & Water
- *New South Wales Members*  
Dr Bevan Hokin  
Sydney Adventist Hospital Pathology  
  
Mr John Tranter  
Northern Rivers Pathology (PaLMS)

## Board of Directors

- Alastair Ross [Chair]  
Director, National Institute of Forensic Science
- Matt Callanan [Vice-chair]  
formerly Executive Director, Applus RTD
- Geoff Hogg  
Director, Microbiological Diagnostic Unit, Melbourne University
- David Turner  
Manager, Metering Systems Engineering, ENERGEX
- Judi Zielke  
formerly Head, Enterprise Connect, DIISRTE
- Joseph Patroni  
Manager, Innovative Industries, Dept of Commerce, WA Government
- Kim Leighton  
Director, Food & Policy Regulation, Australian Food & Grocery Council