

1. Please rate the following:

	Excellent	Good	Average	Poor	Unacceptable	Rating Average	Response Count
Timing of sample delivery	31.4% (97)	57.6% (178)	9.1% (28)	1.9% (6)	0.0% (0)	1.82	309
Quality of samples	32.2% (100)	54.3% (169)	12.2% (38)	1.3% (4)	0.0% (0)	1.83	311
Quantity of samples	21.9% (68)	51.3% (159)	21.0% (65)	5.5% (17)	0.3% (1)	2.11	310
Performance of samples	28.2% (86)	60.3% (184)	10.8% (33)	0.7% (2)	0.0% (0)	1.84	305
Usefulness of Standard Operating Procedure for rehydration of lyophilised EQA samples	34.4% (105)	55.1% (168)	9.8% (30)	0.7% (2)	0.0% (0)	1.77	305
Relevance of clinical cases provided	33.9% (103)	56.9% (173)	6.6% (20)	2.0% (6)	0.7% (2)	1.79	304
Number of cases per disease EQA scheme	33.2% (101)	58.9% (179)	7.6% (23)	0.0% (0)	0.3% (1)	1.75	304
Content of scheme documentation	35.4% (109)	56.5% (174)	6.5% (20)	1.6% (5)	0.0% (0)	1.74	308
Presentation of scheme documentation	35.5% (109)	52.8% (162)	9.4% (29)	1.6% (5)	0.7% (2)	1.79	307
Selection of EQA schemes available	21.1% (65)	64.6% (199)	13.0% (40)	1.3% (4)	0.0% (0)	1.94	308
answered question							313
skipped question							1

2. Which new EQA scheme(s) would you like to be offered in the future?

	Response Count
	136
answered question	136
skipped question	178




3. Timing

	Too long	OK	Too short	Response Count
Period of time available to report your results	7.9% (24)	88.4% (267)	3.6% (11)	302
Time taken by EMQN to report assessment results	13.7% (41)	86.3% (259)	0.0% (0)	300
Time available to submit an appeal	1.3% (4)	84.5% (251)	14.1% (42)	297
			answered question	302
			skipped question	12

4. Reporting

	Excellent	Good	Average	Poor	Unacceptable	Response Count	
Content of final scheme reports	30.5% (92)	60.6% (183)	7.9% (24)	0.7% (2)	0.3% (1)	302	
Presentation of final scheme reports	28.6% (86)	61.1% (184)	9.3% (28)	0.7% (2)	0.3% (1)	301	
Quality of final scheme reports	27.4% (82)	64.2% (192)	7.4% (22)	0.7% (2)	0.3% (1)	299	
Turnaround time of final scheme reports	17.4% (52)	65.2% (195)	13.7% (41)	3.3% (10)	0.3% (1)	299	
						answered question	302
						skipped question	12

5. Is publication of the genotype results helpful?

		Response Percent	Response Count
Yes		97.7%	295
No		1.7%	5
Other (please specify)		0.7%	2
answered question			302
skipped question			12

6. What improvements would you like to see to reporting?

	Response Count
	61
answered question	61
skipped question	253

7. Appearance of website

	Excellent	Good	Average	Poor	Unacceptable	Response Count
Look of public website (www.emqn.org)	16.1% (48)	59.1% (176)	23.5% (70)	1.3% (4)	0.0% (0)	298
Look of your user account on website	13.3% (39)	49.8% (146)	31.4% (92)	5.1% (15)	0.3% (1)	293
answered question						298
skipped question						16

8. Using the website

	Very Easy	Easy	Average	Difficult	Very Difficult	Response Count
Ease of use of your EMQN website account	12.8% (38)	41.9% (125)	36.9% (110)	7.4% (22)	1.0% (3)	298
Registering for the 2010 schemes using the website	16.1% (47)	50.7% (148)	29.5% (86)	3.8% (11)	0.0% (0)	292
Uploading your reports and forms to the website	14.1% (42)	43.8% (130)	34.7% (103)	6.1% (18)	1.3% (4)	297
Accessing all the scheme information from the website	12.8% (38)	41.2% (122)	34.8% (103)	8.8% (26)	2.4% (7)	296
answered question						298
skipped question						16

9. Please rate the website

	Excellent	Good	Average	Poor	Unacceptable	N/A	Rating Average	Response Count
Appearance	11.4% (34)	54.9% (163)	31.3% (93)	2.4% (7)	0.0% (0)	0.0% (0)	2.25	
Ease of use	9.7% (28)	42.8% (124)	37.9% (110)	7.2% (21)	2.1% (6)	0.3% (1)	2.49	
answered question								
skipped question								





10. Please rate the following aspects of our work.

	Excellent	Good	Adequate	Poor	Unacceptable	N/A	Rating Average	Resp Co
Understanding your business requirements	12.9% (38)	58.5% (172)	23.1% (68)	2.7% (8)	0.0% (0)	2.7% (8)	2.16	
Communicating clearly and effectively	20.1% (59)	62.8% (184)	14.0% (41)	2.7% (8)	0.3% (1)	0.0% (0)	2.00	
Keeping you informed of progress	28.7% (84)	52.6% (154)	16.4% (48)	1.7% (5)	0.7% (2)	0.0% (0)	1.93	
Meeting timescales	18.6% (55)	58.6% (173)	16.6% (49)	2.4% (7)	0.3% (1)	3.4% (10)	2.04	
Working with you	21.1% (62)	57.8% (170)	16.3% (48)	1.7% (5)	0.3% (1)	2.7% (8)	2.00	
Providing value for money	12.3% (36)	49.7% (145)	27.7% (81)	4.1% (12)	0.0% (0)	6.2% (18)	2.25	
Responding promptly to problems	26.6% (78)	47.1% (138)	15.4% (45)	3.1% (9)	0.7% (2)	7.2% (21)	1.97	
Meeting your objectives	16.4% (48)	59.7% (175)	20.5% (60)	1.0% (3)	0.3% (1)	2.0% (6)	2.07	





answered question

skipped question




11. Overall, how do you rate the quality of products and services we provide?

		Response Percent	Response Count
Excellent		24.1%	71
Good		67.5%	199
Adequate		7.8%	23
Poor		0.7%	2
Unacceptable		0.0%	0
answered question			295
skipped question			19




12. What level of confidence do you have in us to deliver the products and services that you require?

		Response Percent	Response Count
Complete		35.6%	105
A lot		58.0%	171
Some		5.8%	17
Little		0.7%	2
None		0.0%	0
answered question			295
skipped question			19

13. Overall, is our performance ...

		Response Percent	Response Count
Getting much better?		9.8%	29
Getting better?		62.0%	183
Staying at about the same level?		28.1%	83
Getting worse?		0.0%	0
Getting much worse?		0.0%	0
answered question			295
skipped question			19

14. Based on our performance, how likely is it that you will use us in the future?

		Response Percent	Response Count
Certain		56.3%	166
Very likely		37.3%	110
Somewhat likely		6.4%	19
Unlikely		0.0%	0
Very unlikely		0.0%	0
answered question			295
skipped question			19