

Satisfaction survey results summary

An anonymous satisfaction survey, prepared in the EU Survey tool, was sent to all participants three days after the Individual feedback reports had been distributed. The survey included four following questions:

1. Regarding any of your analytical test results that did not conform to the expected results, can you specify which corrective action(s), if any, was/were taken (e.g. review and adjust SOPs, verify reagents)?
 - a. Not applicable: all our EQA analytical test results conformed to expected results
 - b. No corrective actions for non-conformities were taken
 - c. Yes, corrective actions were taken
2. Are the results of this EQA exercise to be used as documentation for accreditation and/or licensing purposes for the method(s) used in your laboratory?
 - a. Yes (please specify)
 - b. No
 - c. Not applicable
3. Were you satisfied with the EQA report of results specific to your laboratory?
 - a. Yes
 - b. No
4. Do you have any suggestions that would make the EQA scheme more useful?

Twenty-four participants filled out the survey, out of all 33 participating in the EQA9-AST. Due to the anonymous nature of the survey, it is not possible to know how many EU/EEA and Enlargement countries filled out the survey.

More than half of the participants (54%) stated that all of their analytical EQA results conformed to the expected results and, therefore, no corrective actions were needed (Fig. 1). Twenty-five percent of participants declared that they did not take any corrective actions for the non-conformities, whereas 21% declared that they did. The corrective actions included retesting the samples and verifying reagents and media.

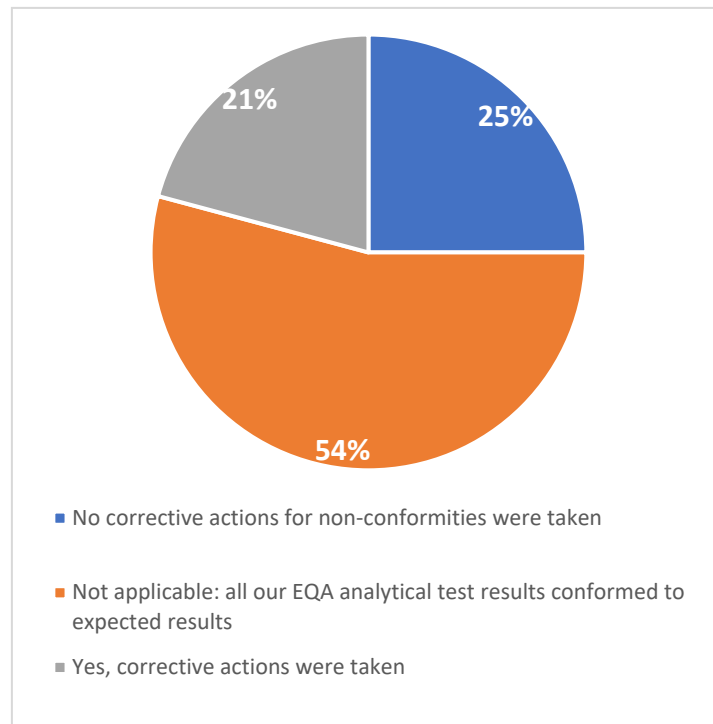


Figure 1. Actions taken for non-conforming results

Sixty-two percent of the participants declared that the results of this EQA are used as documentation for accreditation and/or licensing purposes for the method(s) in their laboratory, examples including Belac audit and accreditation (ISO) (Fig. 2). Twenty-one percent declared that the results are not used for any such purposes and 17% answered this question as "Not applicable".

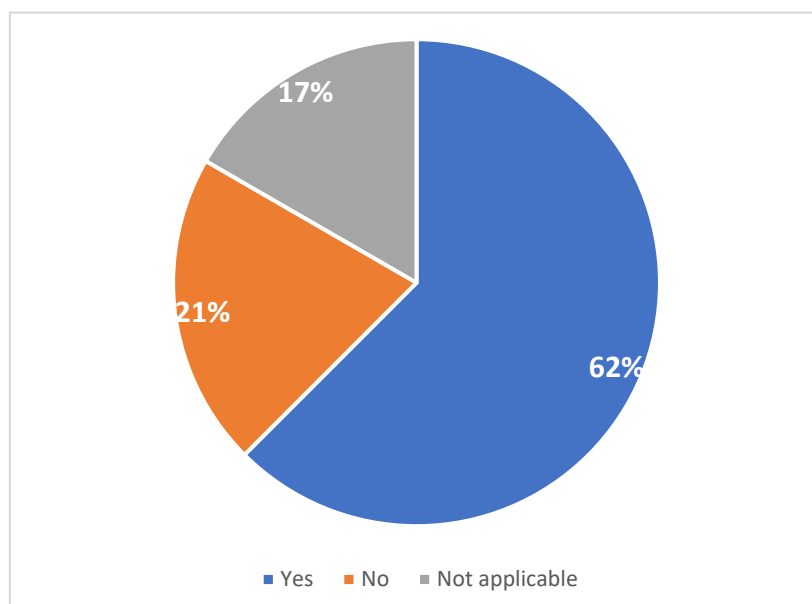


Figure 2. Are EQA results used as documentation for accreditation and/or licensing purposes for the method(s) used in your laboratory?

Out of 24 participants who filled out the survey, all but one were satisfied with the EQA report containing the results specific to the laboratory. The one participant that was not satisfied with the report, stated that it was due to high number of $>1 \log_2$ MIC deviations.

Finally, among the suggestions on how to make the EQA scheme more useful, was to include more antimicrobials for testing.