

PTA's Rocks Proficiency Testing Program

Customer Survey 2021 Outcome

Introduction

Proficiency Testing Australia (PTA) conducted a survey of companies involved in the PTA Rocks Proficiency Testing Program.

The aim of this survey was to obtain customer opinion and feedback concerning the PTA Rocks Proficiency Testing Program. The survey was conducted between 21st September and 6th October 2021 by PTA's Quality Manager, using the on-line tool Survey Monkey. The contact person for each organisation was emailed information concerning the survey and how to participate on 21st September 2021.

Graphical summaries for each of the questions in the survey are presented in the **Results** section.

Methods

The survey consisted of eleven (11) questions, regarding the following subjects:

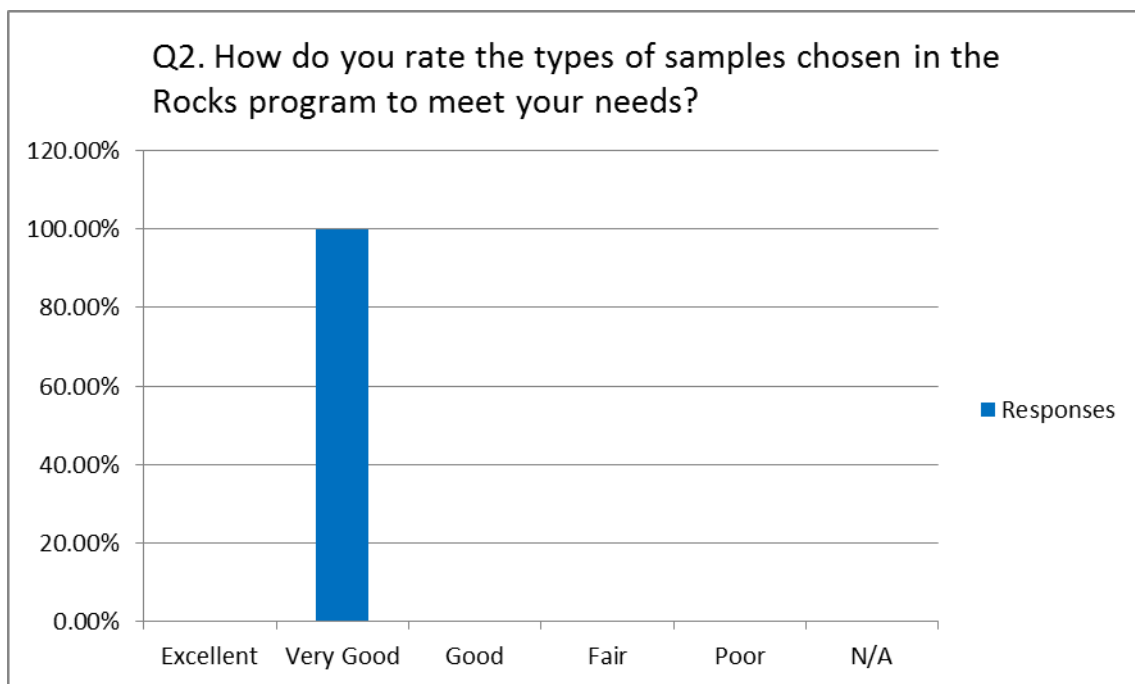
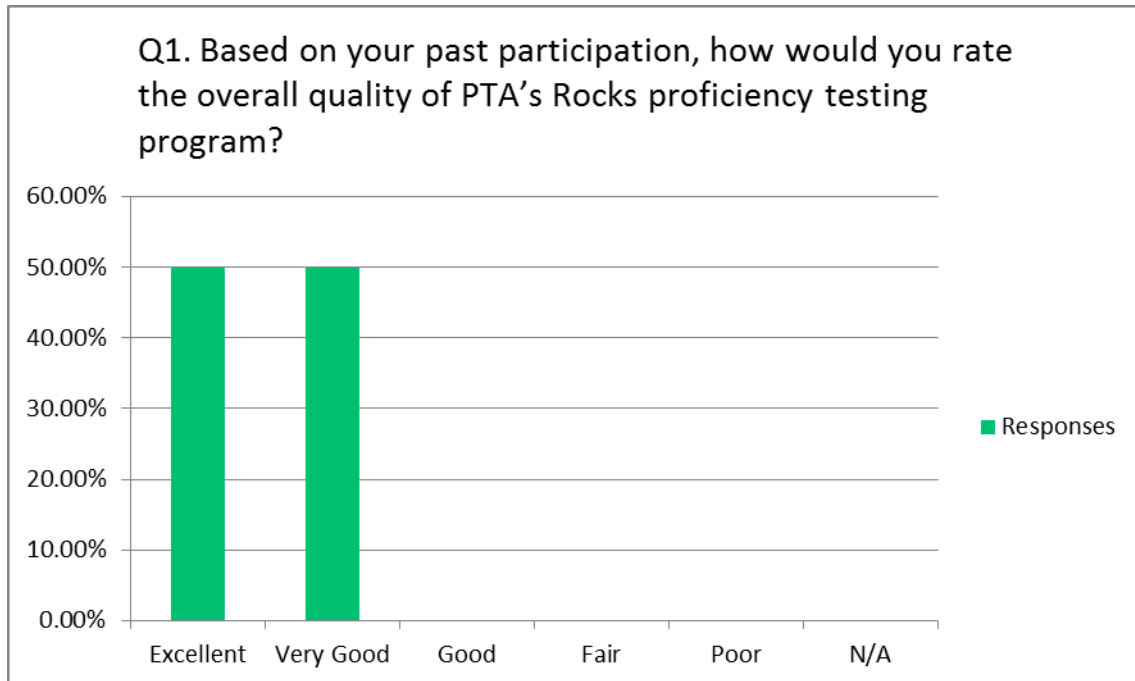
- Program quality
- Suitability of samples
- Evaluation of performance
- Timeliness of result notification
- Frequency of communication
- Frequency of rounds for Quality Control purposes
- Other determinations to add to the program
- Value for money
- Recommending the program to others
- General comments

Ranking

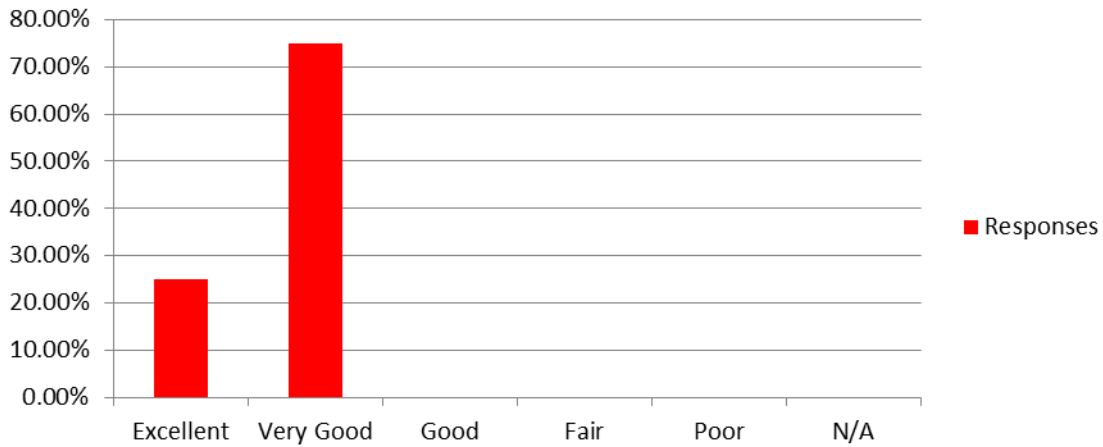
- Excellent
- Very good
- Good
- Fair
- Poor
- N/A (Not Applicable)

Results

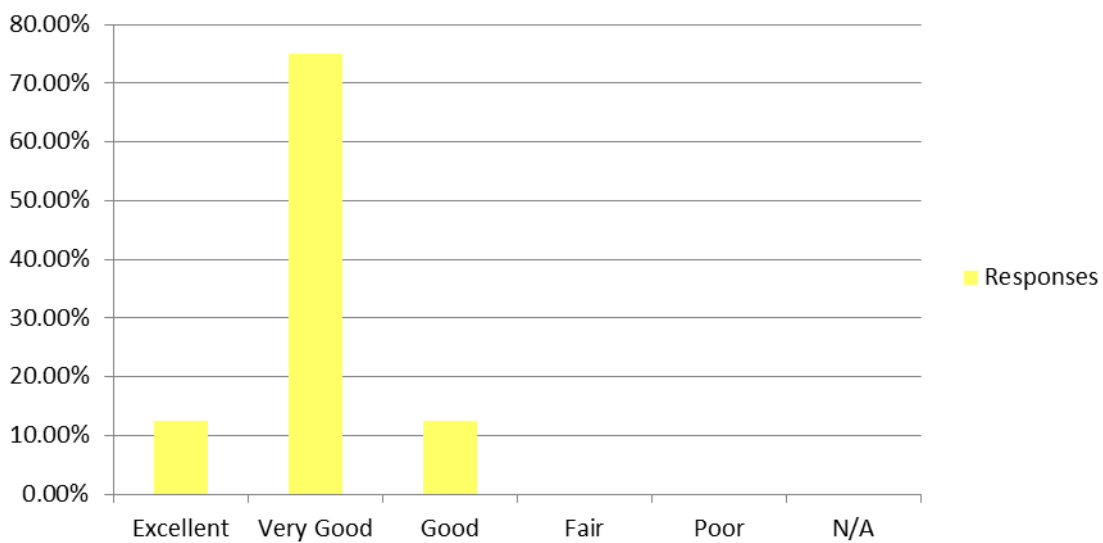
An email inviting participants to complete the survey was sent to a total of 23 organisations. Of these, 8 surveys were completed. This represents a 35% response rate.



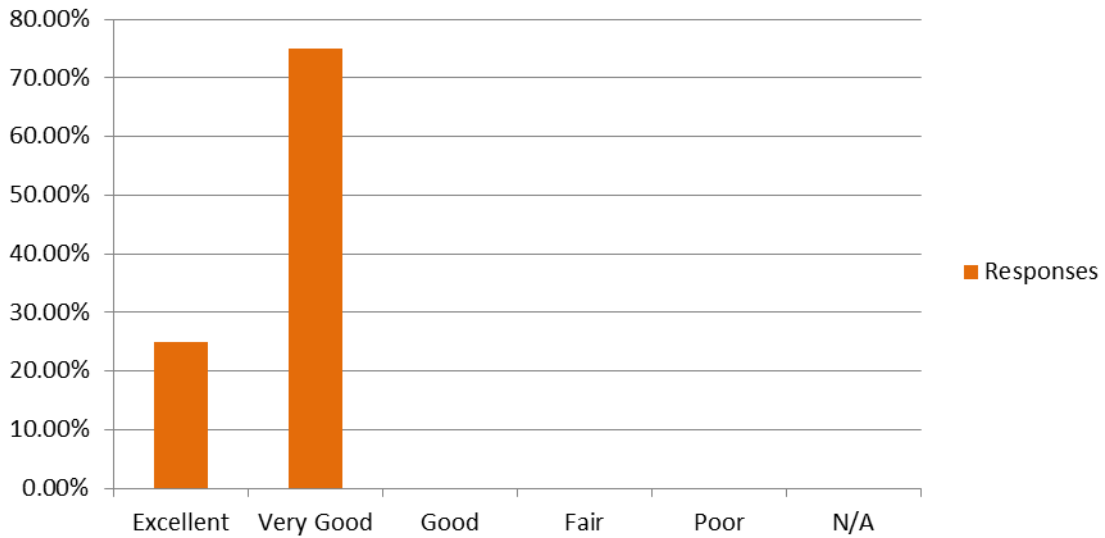
Q3. How would you rate the content of the Rocks proficiency testing program Summary Sheets & Final Reports in providing you with an evaluation of your testing performance?



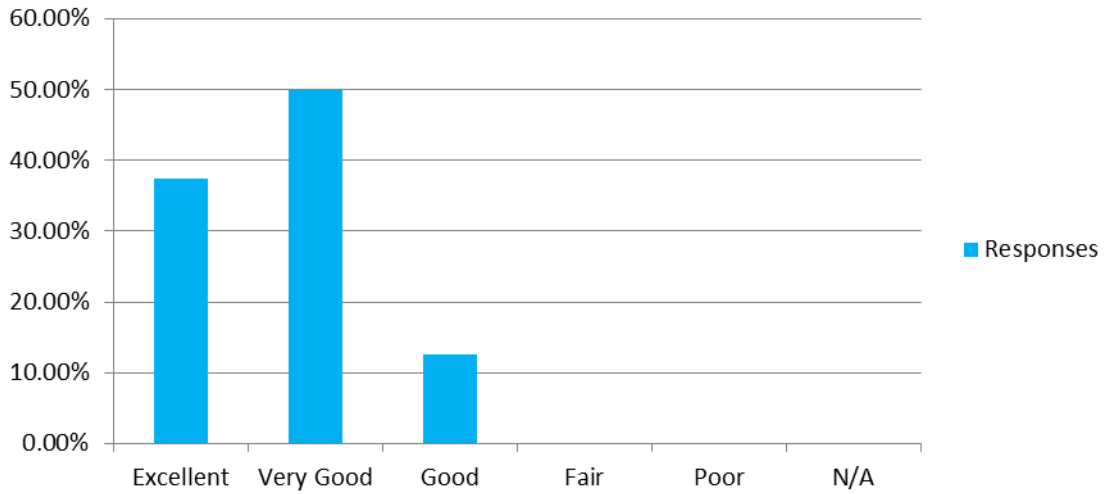
Q4. How would you rate the timeliness of result notification in the Rocks program?



Q5. How would you rate the frequency of communication with the program coordinator?



Q6. How appropriate is the frequency of rounds in the Rocks program for your Quality Control purposes? (The current frequency is once per year)



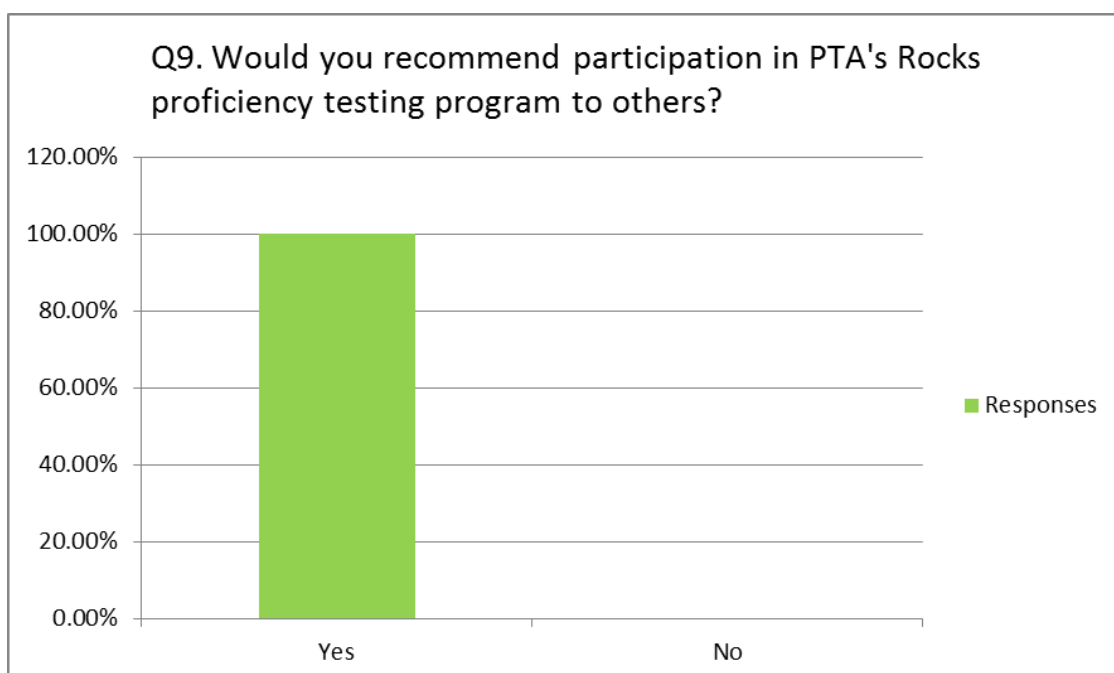
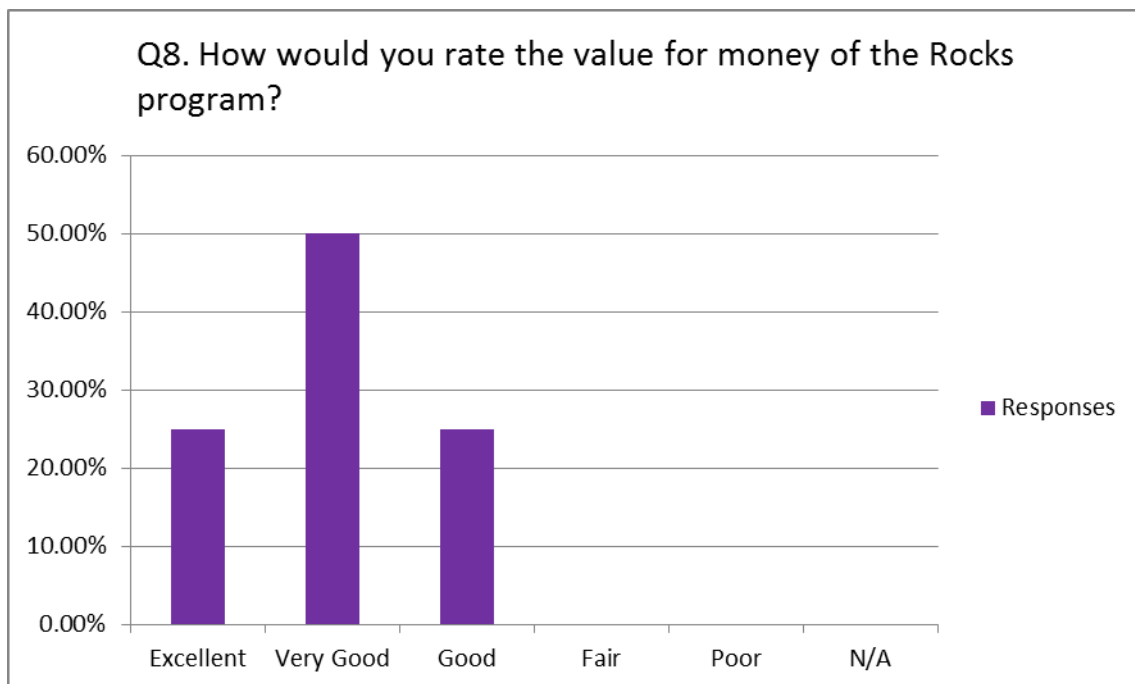
Q7. Are there any determinations you would like to see included in the Rocks program?

Porosity

Rock Porosity

If it becomes available, we would like to participate PT for the following: AS 4133.2.1.1, 2.1.2 - Porosity & Density, TfNSW T222 - Brazil Compressive Strength, ASTM D5607 - Direct Shear Strength, ASTM D7625 - Cerchar Abrasivity, and AS 4133.3.4 - Slake Durability Index.

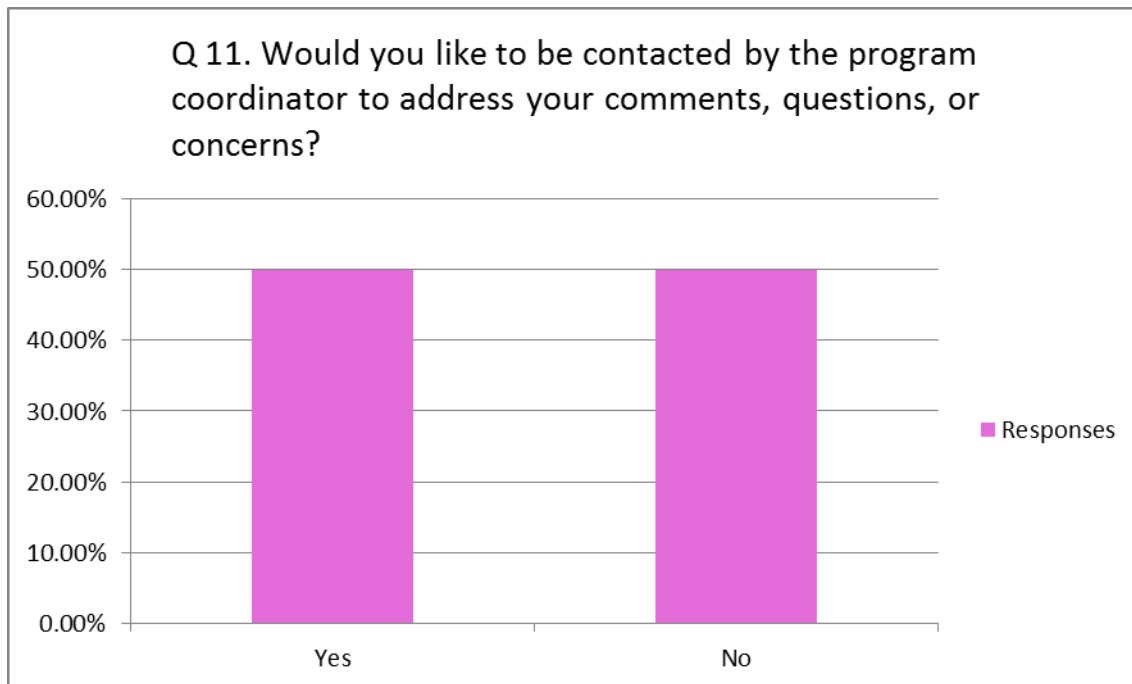
UCS with modulus



Q10. Do you have any other comments, questions, or concerns?

Overall, very good thank you. I've answered Yes to the question below if you would like to get in touch, however I have nothing to report or discuss in particular. Thank you for the invitation for feedback.

As seen above, another test in the year would be good but I understand that there are not a lot of participating rock labs.



Discussion

Customer satisfaction with PTA's Rocks proficiency testing program falls within the "Excellent" to "Good" categories for all questions. This is a very pleasing result, with the comments submitted also providing valuable feedback.

PTA would like to extend a big thank you to all the participants of this survey. Your feedback will assist us in improving our proficiency testing programs. Please contact PTA - ptaenquiry@pta.asn.au for further information on the Rocks program.