

2018

OCT/NOV/DEC

NAPT Newsletter

National Association for Proficiency Testing - (952)303-6126 - www.proficiency.org

Special Interest Piece:

- Thank You
- MSC
- Dimensional Weight
- QMS Navigator
- Quarterly Reduced ILC/PTs
- Spotlight: Custom I-ILC/PT



National Association for Proficiency Testing (NAPT) is excited to report a 99.96% in Customer Satisfaction. NAPT cannot thank everyone enough for their honest feedback.

<https://daymondjohnssuccessformula.com/launch-pad/customer-service-is-more-important/> In a June 20, 2017, Business Tips and Tricks, Daymond John from the hit show Shark Tank wrote about the 5 REASONS WHY CUSTOMER SERVICE IS MORE IMPORTANT THAN ANYTHING ELSE. Mr. John says, 1. *The Best Customer Service Builds Trust* 2. *Customer Service matters more than price* 3. *It will build brand awareness* 4. *Good customer service reduces problems* and 5. *It appeals to the customer.*

NAPT believes these are all very true points. NAPT staff knows how important customers are and wants to give nothing but the best customer service. Your feedback helps NAPT staff improve. Please continue filling out those customer service surveys.

From our hearts to your ears, Thank you.



Follow us on Twitter:

The Measurement Science Conference 2019 is coming up April 16-19

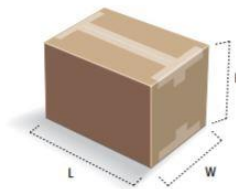
Start making your plans to attend the 2019 Measurement Science Conference? NAPT will be in attendance and is looking forward to seeing you. While at the show stop by and see us. We can help you sign up to become a member and/or proficiency testing. SEE YOU THERE!



Do you know how to calculate dimensional weight?

NAPT is always looking for ways to keep shipping costs as low as possible not only for itself but for participants as well. After several calls to carriers and internet research NAPT staff has made it a point to be well educated on how to properly calculate dimensional weight when shipping kits. For both, USP and FedEx, multiply the LxHxW and divide by 139, the result is the cubic size in inches.

https://www.ups.com/assets/resources/media/en_US/retail_rates.pdf



Domestic

$$\left[\text{Dimensional Weight in Pounds} \right] = \frac{L \times W \times H}{166}$$

L = Length in inches
W = Width in inches
H = Height in inches

U.S. Export and Import

$$\left[\text{Dimensional Weight in Pounds} \right] = \frac{L \times W \times H}{139}$$

L = Length in inches
W = Width in inches
H = Height in inches

If the dimensional weight is more than that of the actual weight the billable weight is the greater of the two.

Tips to avoid adjustment charges or additional costs when shipping kits, 1. Provide the correct dimensions 2. Try to complete your proficiency test in an appropriate amount of time to allow for Ground shipping.

And, although NAPT uses Pelican cases ALWAYS ship with an outer box around the case.

****BETTER THAN EVER, see the new updates to the QMS NAVIGATOR – Quality Management Software**

Basic Pack – ISO 17025 Companion / **ILC/PT Pro Pack** – ISO 17043 Companion / **360° Pack** – Combines the Basic and ILC/PT Pro Pack in one.

100% Web Based - Built on Industry Standard Technology – Accessible through modern browsers

Login to the demo site today to test drive the QMS Navigator.
Site: <https://secure.gcmtotalsolutions.com/>

Username: demo@demosite.com

Password: [admin](#)



NAPT wants to hear what kind of proficiency test you need. Chances are other labs need it to. Help NAPT develop new kits in 2019.

New ILC/PT now available- **HP 3458 DMM**
Contact NAPT for pricing and availability

**You do not need to be a member of NAPT to take advantage of these reduced prices! This is a \$275 savings!*

[Sign Up Today!](#)

If you have questions, feel free to contact Liz at elizabeth@proficiency.org or Bobbie at bobbie@proficiency.org

Phone: 952-303-6126 Fax: 305-425-5728

“A Non-Profit Organization providing Proficiency Testing Tools to the Metrology Community”

Quarterly ILC/PTs - \$300

Each quarter NAPT offers select proficiency tests at a reduced fee. (These ILC/PTs are purchased outside membership packages.) NAPT is offering the following ILC/PTs this quarter for \$300.

CLAMP-309

FORCE-301

PRESSURE-1318

RESISTANCE-415

SURFACE-216

VACUUM-355

SPOTLIGHT

Custom I-ILC/PTs

Cannot find a proficiency test amongst the list of ICL/PTs, try requesting a custom I-ILC/PT. The development fee is \$375 and the review and processing fee is \$350 which covers three to five data submittals.

If you want to request the development of a Custom I-ILC/PT aka INTRA laboratory comparison go to

www.proficiency.org/Services/Customer-I-ILC-PTs

About Our Organization...

NAPT is incorporated as a 501(c) (3) scientific and educational nonprofit organization dedicated to the improvement of measurement quality.

MISSION

Our Mission Our mission is to provide our customers with the best information, tools and service to help them improve measurement processes and results through participation in intra laboratory comparisons, proficiency testing and round-robins.

Our Quality Policy NAPT provides our clients with an unbiased analysis of measurement processes to enhance awareness of their technical competence and data integrity.

Our Objectives NAPT's main objective is to support our mission by providing professional management and program administration, coordination, data processing and reporting for intra laboratory comparisons, proficiency testing, and round-robins.

National Association for Proficiency Testing

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"Providing Proficiency Testing Tools for the Metrology Community"

Find us on the Web:
www.proficiency.org

<https://youtu.be/Fpo3zQtw6e0>
https://youtu.be/Ek3x_4AeEHk
<https://youtu.be/XjyhzMeH9J4>



Follow us on Twitter:
NAPT_ILCPT

"Very pleased with the NAPT operation. Each step is clear and documented. Responses are prompt and professional. Preliminary and final reports are very comprehensive."

Anonymous testimonial

"The people are friendly and helpful. A good crew. Thank you so much."

"You guys are doing a good job, keep it up!"

Member Testimonial

"NAPT has been able provide our industry with the appropriate types of tests related our scope of accreditation. We appreciate your organization! Thanks."

Member Testimonial

