

2017

APR/MAY/JUN

NAPT Newsletter

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

Special Interest Piece:

- In Good Standings
- New Items
- QMS Navigator
- Quarterly Reduced ILC/PTs
- Spotlight: Damaged Kits

In Good Standings

Are you in good standings with your suppliers? In a 2010 article by Bob Reiss, [Build a Good Relationship with Suppliers](#), it speaks of the five attributes a customer should look for in a supplier.

1. **Quality** – Higher quality increases customer satisfaction and decreases return.
2. **Timeliness** – A quick turnaround.
3. **Competitiveness** – based on pricing, quality, reliability, technology, and knowledge.
4. **Innovation** – Product development. Understanding the industry and needs.
5. **Finance** – considerate, loyal, and paying customers may run into a cash crunch and be extended other options to allow operations to continue.

How to be a valued customer to NAPT.

1. **Pay on time** – mean reports go out on a timely manner.
2. **Ship on time** – delays cause back log and anxiety.
3. **Personalize the relationship** – get to know NAPT staff.
4. **Share Information** – if you move or get fresh staff members, share that information with NAPT.

NAPT is building bridges with each ILC/PT.

2017 - Out with the old and in with the NEW

NAPT is on its way adding and/or replacing kits to its 85+ ILC/PT inventory.

NAPT still needs to hear from YOU on what the metrology community wants in 2017. Without your input, it is hard for NAPT to know exactly which ILC/PTs to put into distribution.

Chances are if there is a proficiency test that you wish was developed some other lab is thinking the same thing.

Contact NAPT today to share what you believe other labs will want to see as a new ILC/PT. napt@proficiency.org/ILC-PTsuggestion



New 2017 kits to be released - new Mass kits, Torque Wrenches, Spline Plug, Height Gage, and a Micrometer & Caliper.

Participants will now be able to access their reports via the customer portal.

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

****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](#)

**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 Lynette at Lynette@proficiency.org or Bobbie at bobbie@proficiency.org

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

“NAPT is dedicated to excellence in measurement!”

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.



ELECTRICAL-5342A



CAPACITANCE-1409



FORCE-603/604



INSP-201



SURFACE-216

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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>

SPOTLIGHT

Damaged Kits

Steps to follow when you receive a kit that is damaged or has been damaged during your participation.

1. Contact NAPT immediately for instructions.
2. Take photos of the damage and send to NAPT@proficiency.org or directly to a NAPT staff member.
3. Wait for instructions from NAPT staff.
4. NAPT may ask you to ship the kit to the pivot lab, again follow all instructions by NAPT staff.

By doing your part to handle the proficiency testing kits with care, NAPT will do its part to continue to provide quality 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.

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

Member Testimonial

