

# Microbiology



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## Ordering

Complete and return the 2009 Microbiology Proficiency Testing Program Order Form via one of the convenient methods described on the order form. If you require a quotation, please tick "Quotation ONLY". Within 5 business days a quotation or order confirmation will be sent via email as a PDF attachment. This will detail the selected programs, applicable discounts, and freight charges based on your location. Please check all details carefully as this information will be used for sample delivery. If you discover any errors or omissions, please notify us as soon as possible so that we may correct our records.

To accept a quotation, simply reply to the email. Overseas customers are reminded that local Customs and Quarantine agencies may require an importation permit. If required, this should be arranged as soon as possible, and a copy sent to IFM for inclusion with your sample shipment.



## Correspondence

Approximately one week prior to the publicised program dispatch date, a Lab Alert will be sent to the program contact via email. The Lab Alert details the dispatch date, expected transit times for sample shipments, logon id and password for online result entry and the due date for results. It also lists the number and type of sample, storage conditions, the tests available to be performed, and sample processing instructions. [Please read this carefully and retain for future reference.](#)



## Sample Dispatch and Receipt

All samples are sent via priority courier. Australian customers should receive their samples the day after dispatch. Overseas customers will receive their samples in approximately 2 to 5 working days depending on their location. Upon receipt, samples are to be stored as instructed in the Lab Alert email (see Correspondence).

**Overseas customers are reminded that failure to provide appropriate importation permits may considerably delay customs clearance and delivery.** Please advise IFM if any of the scheduled dispatch dates coincide with public holidays in your country or region.



## Result Submission

Result submission is via the IFM web site. To logon to the result entry facility go to <http://www.ifmqs.com.au/proficiency/>. Each laboratory will be provided with online result pages to permit entry of two result sets. If more than two result pages are required, please request these by replying to the Lab Alert email. Please advise if you do not have internet access. Your logon id and password are specified in the Lab Alert.

All IFM programs allow results for various tests and samples to be recorded under separate participants, therefore several laboratory staff may be monitored at no additional cost. Similarly, programs may also be used for methods development, provided IFM is notified of this prior to the formal report being issued.

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NATA Accredited  
PT Provider  
No: 14242

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## Reports

IFM issues a report after collection and analysis of participant data. The due date for reports varies depending on the complexity of the data analysis required. However, the maximum wait period for any report is 4 weeks after the program result due date.

Participants receive an individual report in conjunction with a main summary report. The IFM web site contains information on interpreting reports and gaining the most benefit from your Proficiency Testing report. This information can be found at: [http://www.ifmqs.com.au/Bio\\_Reference\\_Page4.htm](http://www.ifmqs.com.au/Bio_Reference_Page4.htm)

IFM is a NATA accredited PT Provider. All IFM reports display NATA endorsement and accreditation number, and will be accepted by accreditation bodies.



## Additional PT Services

- **Technical advice and administrative support is available Monday to Friday.** Please phone or email the relevant staff to discuss any issues.
- **PT sample stock** is usually available to laboratories to assist in undertaking corrective actions. Only shipping costs are generally charged for these samples.
- Laboratories may submit results from **multiple operators** at no extra charge. This is a very efficient means of meeting internal QA needs in parallel with external Proficiency Testing.
- Your PT participation data is a valuable quality tool! IFM is now offering individual **trend analyses** of accumulated PT participation data. This is particularly useful for laboratory managers required to monitor their data in accordance with ISO 17025. A sample report is available on request. Pricing will vary depending on the level of detail required.
- Let IFM design a **training package** to promote the ongoing review and education of new and existing laboratory staff. IFM has a range of ex-stock PT samples which are ideal for use in training programs. Price is dependent on number of samples, and level of technical input required from IFM. Depending on the aim of your training, packages can be designed to cover:
  - Correct sample processing (weigh outs, dilution factors, aseptic techniques)
  - Counting and interpretation of colonies (including typical, non-typical and atypical colonies)
  - Calculating and reporting of results

Contact IFM for a quotation



## More Information

To obtain more information, please contact IFM at:

- Address: PO Box 877, Ingleburn NSW 2565, AUSTRALIA
- Phone: +61 (0)2 9618 3311 Fax: +61 (0)2 9618 3355
- Email: [contactifm@ifmqs.com.au](mailto:contactifm@ifmqs.com.au) or [ptp@ifmqs.com.au](mailto:ptp@ifmqs.com.au)
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