

DID YOU KNOW?

Price Lists

Our price list is available on our Website at www.ecan.govt.nz. We are currently in the process of completely updating the Laboratory portion of the website and hopefully this will be completed in the few weeks.

Swimming Pool analyses

The analyses we undertake for swimming pools takes 3 days (72 hours) and therefore it would be appreciated if we received all swimming pool samples on a Monday or Tuesday.

Turnaround times for results

We endeavour to complete our analyses for Chemistry within 10 working days and Microbiology within 5 working days and then send our report to you.

However, if we need to outsource samples for you to another Laboratory, we unfortunately have no control over their turnaround times and this may therefore delay getting our report to you.

LABORATORY SURVEY

Thank you to the 14 of our customers who took the time and replied to the surveys we recently sent out. Your response is appreciated in helping us to improve our service. Listed below are the results we received, for your information:

Customer Service

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
I found the Laboratory staff friendly, helpful and informative	7	7			
I received the bottles, paperwork and instructions as requested	11	3			
The service I received was priced competitively	5	7			1

Technical Service

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
The analysis range offered met my requirements	7	7			
I received my report within the given timeframe	6	7	1		
I found the report suitable for my purposes	5	9			
Any queries I had were answered promptly	5	9			

Complaints

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
My complaint was dealt with to my satisfaction		1			6
I was informed on the actions taken to prevent reoccurrences		1			6

We also received several compliments and suggestions/comments that have been acted upon. These were certainly appreciated.

FRIDAY MICROBIOLOGICAL SAMPLES

It would be much appreciated if samplers could try to avoid bringing in unscheduled Micro samples on a Friday so that our staff are not forced to work on a Saturday, which is not part of our normal working hours. If you wish to discuss this further, please contact Sue Steel on 03 353 9720.

Thought for the day: Why don't sheep shrink when it rains?