

## Collaborative Testing Services, Inc.



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**Worldwide  
Interlaboratory Testing**  
Collaborative Testing Services



**Forensics  
Proficiency Testing**  
Collaborative Testing Services



**Customer  
Portal**  
Collaborative Testing Services



### About Collaborative Testing Services

**It started with a question...**  
*...How good are your measurements?*

Collaborative Testing Services (CTS) was created in 1971 to meet the growing commercial demand for interlaboratory testing. The firm assembled a knowledgeable group of people with the expertise to guide the various aspects of interlaboratory programs. A cooperative effort among CTS, various trade associations, and the National Bureau of Standards (now called the National Institute of Standards and Technology) led to interlaboratory tests being offered by CTS in the areas of paper, containerboard and rubber. Over time, other industries came to recognize the value of this testing as well as the need to develop reliable test procedures. During the 1970s, CTS added color and forensic programs. The 1980s saw the establishment of a metals program, while the 1990s ushered in a testing program for plastics. Just prior to the start of the new millennium, CTS inaugurated interlaboratory tests for the wine industry. CTS' history of service to diverse groups has carried forward into the new millennium; in 2007 CTS started the Agriculture Laboratory Proficiency (ALP) Program.

The geneses for the various programs are as diverse as the industries we serve. In some instances, organizations approached CTS to develop internal testing programs (e.g., to evaluate performance among multiple plant locations); a few of these grew into industry-wide programs. In other instances trade associations asked CTS to design programs for their industries. And in still others, CTS created tests to meet specialized needs, including ones to meet federal legislation, as well as proficiency tests for laboratory accreditation. A small number of programs have been discontinued as industry interest waned. Most programs, however, have stood the test of time and have decades of history to prove their worth to the laboratories, organizations and industries that participate.

#### A Joint Effort

Our name reflects the fact that we develop our interlaboratory testing programs in collaboration with relevant stakeholders be they industry groups, technicians and bench personnel, government at all levels, quality assurance managers, equipment manufacturers and accreditation agencies. The results have been sustainable and meaningful testing schemes. By continuing to work with and listen to others, CTS is able to innovate (new tests, designs and delivery mechanisms), to implement service enhancing technology, and to meet customers ever-changing needs. We could not accomplish all of this without our full-time technical staff.

#### The Quest for Better Measurements Continues

Now more than ever, every measurement taken in your laboratory has the potential to have far-reaching effects on the quality efforts of your organization. CTS is committed to helping organizations achieve and maintain excellence in measurement quality through interlaboratory testing. Meeting this commitment requires that we establish high standards in all aspects of our business from selecting test materials to maintaining test integrity to providing responsive customer service. Our own activities must be governed by the highest possible quality standards. Therefore, CTS is accredited to ISO/IEC 17043:2010, "Conformity Assessment - General Requirements for Proficiency Testing."



## Accreditation, Approvals and Recognitions

### International Standards for Interlaboratory Testing

CTS is committed to helping organizations achieve and maintain excellence in measurement quality through interlaboratory testing. Meeting this commitment requires that we establish high standards in all aspects of our business: adhering to proven test design principles; selecting the best possible test materials; maintaining test integrity; providing responsive customer service; providing accurate, concise, and meaningful reports; and strictly protecting the confidentiality of our customers. Our own activities must be governed by the highest possible quality standards. CTS has been accredited by ANSI-ASQ National Accreditation Board / ANAB to ISO/IEC 17043, "Conformity Assessment - General Requirements for Proficiency Testing" since 2014. This is the international guideline for proficiency testing providers.

SCOPE OF ACCREDITATION TO ISO/IEC 17043:2010

### Role of Subcontractors

Various aspects of a proficiency testing scheme may, from time to time, be performed by an external provider. When this occurs, the activity is placed with an Approved Supplier and Collaborative Testing Services is responsible for this work.

### Acceptance for Proficiency Testing

The CTS interlaboratory testing programs are recognized by several organizations in North America including: the American Association for Laboratory Accreditation (A2LA); the American Society of Crime Laboratory Directors Laboratory Accreditation Board (ASCLD/LAB), which has merged with ANAB; the National Voluntary Laboratory Accreditation Program (NVLAP); ANSI-ASQ National Accreditation Board/ANAB; National Aerospace Defense Contractors Accreditation Program; United Kingdom Accreditation Service; and the Standards Council of Canada. Memorandums of Understanding exist between these organizations and many others worldwide. Participants should always contact the appropriate organization to determine which CTS tests meet your specific accreditation/registration requirements.



## Collaborative Testing Services, Inc.

### Meaningful Quality Assessment

#### We test the test labs

**Trying to assess the capabilities of your test lab?** Collaborative Testing Services (CTS) understands the needs of test labs and their managers. Our interlaboratory testing programs are designed to help you meet your quality assurance objectives. CTS tests can be used to accomplish a number of goals:

- Complying with accreditation and registration requirements;
- Demonstrating measurement competence to customers;
- Monitoring lab performance across multiple locations;
- Getting advance warning of potential measurement problems; and
- Supplementing the training of lab personnel.

Most importantly, participating in our testing programs provides you with a critical and unbiased tool for demonstrating that your measurements are reliable.

#### Real results for the real world

CTS combines a proven knowledge of interlaboratory testing with a variety of cutting edge tools to help you quickly and easily monitor your lab's performance. We have the largest variety of tests covering a broad spectrum of industries: agriculture, color, containerboard, fasteners & metals, forensics, paper, plastics and wine. Quality requirements in the lab can change. We are committed to providing relevant tests to fulfill the evolving needs of laboratories; to this end we consult with experts from the industries they serve.

Budgets, experienced staff and time are all critical resources that are in short supply. We provide you with actionable data in concise and easy-to-understand reports that are tailored specifically for your lab. But you are not in this alone. We offer technical assistance: feel free to contact any of our program managers at any time and know that you will receive a knowledgeable and timely response to your questions concerning testing materials and data analysis.

#### We speak the international language of quality assessment

The box plant in North America, the auto manufacturer in Asia, the color chemist in South America all need the same assurances that their data are reliable. When you participate in a CTS test, you compare your performance with others around the world without ever leaving your lab. See for yourself why thousands of organizations in more than 80 countries use the CTS tests to assess their lab's testing proficiency.

**The marketplace is global. Your interlaboratory test provider should be too.**



## Collaborative Testing Services is your Proficiency Testing Expert

**CTS stands out among accredited proficiency test providers. Consider our many advantages:**

### **Accessibility**

Customers can communicate with CTS staff via telephone or e-mail on an unlimited number of topics from queries about current tests to the future of forensics testing. The availability and responsiveness of its staff sets CTS apart from every other provider.

### **Experience**

CTS is the first, the largest and the most imitated forensics proficiency test provider. Our tests are the benchmark for the industry.

### **Flexibility**

From Late Order Purchase tests (at no additional cost) to multiple choices in test format/delivery to the greatest diversity and frequency of Forensic Biology/DNA tests, CTS has the tests you want when you need them.

### **Focus**

Our focus on interlaboratory tests is exclusive; meeting your proficiency testing needs is our only concern. To that end, our Individual Reports are clear and concise, allowing you to quickly review and interpret results.

### **Innovation**

Our Research Tests, which are offered on a one-time, limited enrollment basis, are designed to either push the edge of science in existing tests or venture into new testing areas/disciplines. Forensic Science is not static, and our growing catalogue of tests reflects that fact.

### **Involvement**

Active participation in associations and industry groups, attendance at conferences and service on industry and government panels means that CTS tests are relevant to the community and reflect the input of all stakeholders. We also appreciate the opportunity to work with our customers in fulfilling their quality assurance objectives. Your opinions, comments and input matter to us and are vital to ensuring that tests remain meaningful and case-like.

### **Technology**

The most comprehensive online client portal of any provider and numerous tests available completely via digital download are just two of the ways that CTS improves the testing experience.

*Since 1978, CTS has been your best choice in forensic proficiency testing.*