

It is difficult to interpret the graphs and the different statistics within the reports.

We're here to help participants better understand their reports. We've created short training videos for both our quantitative and interpretative schemes. Throughout the year, we also hosted webinars to offer extra guidance on report interpretation and troubleshooting. The recordings of these webinars will be available to participants soon—stay tuned!

We have our own Root cause analysis process so this is duplication of the information in a different format. It would only be useful if you use this information or we could send evidence of our own internal RCA report.

Our online RCA form serves as an educational resource and a template for participants. However, we understand that many participants have their own methods for recording incident investigations. To avoid duplication, the form includes an option to upload your own documents.

Why don't you send your samples refrigerated?

In a 2014-2015 study, we used temperature loggers to monitor 571 EQA sample sets across 350 shipments to labs in 12 countries. By comparing the temperature data with sample results, we found that our samples remain stable at ambient temperatures during normal transit times—no refrigeration needed!

We have to log-in separately to register multiple lab numbers even though they are for the same site.

We can link participant numbers for you, making it easier to access the labs by simply selecting them from a dropdown menu—no need to log in separately! To set this up, just reach out to us at ukneqas@immqas.org.uk, and we'll be happy to help.

The dashboard would be more useful if it was in French

We understand the importance of having translations for the dashboard, and we're working on making this happen!

I can't find where a possible answer may be located on the website

We're currently improving the Frequently Asked Questions (FAQs) section on our website to make it easier for participants to find the information they need and navigate to the right sections. Stay tuned!

Sometimes takes longer to get a response to Emails

We're working on improving how we connect with our participants! Check out the new **'Contact Us'** section on our website, designed to direct your queries to the right team. Our goal is to get back to you within 48 hours.