Consistency Improvement Task Force (CITF)

Alfredo Sotomayor, CITF Chair
Assessment Forum
January 26, 2010
What Is It?

- A concerted effort to improve the consistency of TNI assessments and evaluations
- Created by the TNI Board of Directors October 2009
- Promotes systems and develops recommendations to improve consistency of assessments and evaluations.
- Chartered for a year, with option for renewal
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<th>Member</th>
<th>Affiliation</th>
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Areas of Interest

- Expectations about consistency
- On-site assessments of laboratories
- Evaluations of accreditation bodies
- Laboratories and users of laboratory services
Consistency Pie I

- Labs and Users
- AB Evaluations
- Realistic Expectations
- Lab Assessments
Consistency Pie II

- Labs and Users
- Realistic Expectations
- AB Evaluations
- Lab Assessments
“Consistency is contrary to nature, contrary to life. The only completely consistent people are dead.”

- **Aldous Huxley**

“Consistency requires you to be as ignorant today as you were a year ago.”

- **Bernard Berenson**

“Consistency is found in that work whose whole and detail are suitable to the occasion. It arises from circumstance, custom, and nature.”

- **Vitruvius**
Realistic Expectations on Consistency

- CITF will produce a document discussing:
  - Attributes of consistent systems
  - Sources of inconsistencies
  - Means for determining consistency of operations
  - Ways of improving consistency of operations
On-Site Assessments of Laboratories

- Assessor training
- Process for laboratories to resolve findings
  - NELAP Board, Assessor Feedback
- Blueprint for conducting assessments
  - Emphasis spent on areas of assessment
- Communication of assessors
  - In and between ABs
- Assessors observe one another
- Assessor oversight
- **Focus: Corrective Action Cycle**
Evaluations of ABs

- Evaluator training
- Consistency plans for ABs
  - Define key elements
- Use of requests for interpretations of standards
- Political pressure in accreditation
  - Role of enforcement agents
- Role of third party ABs and reciprocal agreements
- Focus: Corrective Action Cycle
Laboratories and Users of Laboratory Services

- Involve regulated community and users of their services
- Tools for implementation of TNI Standards
  - Fresh start; inject consistency from the beginning
- Ready access to decisions regarding interpretation of standards
Deliverables

- A report at conclusion of term
- Products as they become available
- Progress reports to TNI Board
Outreach

- Plan to engage all TNI programs
- Raised issues at:
  - State Assessors’ Forum
  - Small Laboratory Advocacy Group
  - Assessment Forum
- Website page
- Mentoring and focused topic sessions
Next Steps

- Complete CITF workplan
- Select short-range and long-range projects
- Solidify partnerships
- Develop a process for feedback from community
“Most players in this league say they want consistency.”
  - **Isiah Thomas**

“I pray to be like the ocean, with soft currents, maybe waves at times. More and more, I want the consistency rather than the highs and the lows.”
  - **Drew Barrymore**

Contact us! We welcome your input.