

Analytical Laboratory

P. O. Box 64101, St. Paul, MN 55164-0101
Phone: 1.800.328.9687 or 651.481.2207
Fax: 651.486.0837



ISO 17025

Testing Certificate Nos.
1765.01 and 1765.02*

2010 rtech Analytical Laboratory - Customer Survey Responses

“Why do you choose rtech Laboratories over other commercial laboratories?”

“Great customer service, clear reports, great assistance with technical questions. Everyone I’ve talked to is especially friendly and helpful. You all do a great job.”

In our survey, we asked customers why they choose rtech Laboratories over others labs. We were proud to receive this as feedback! We continually strive to provide quality services, as noted in our Quality Policy below. Additional customer comments are sorted into categories below. Thanks for the feedback!

✓ **Reputation:**

- “Pricing, friendliness, reputation “
- “Reliability and consistency with methods we use in our own R&D lab gives me the confidence in the data they provide. It is SOP driven which helps too.”
- “I know folks there...and I am confident in the quality system to deliver accurate results”
- “Your knowledge of what I need and your familiarity with the product type”

✓ **Quality, Results:**

- “Reliability of results, trust.”
- “Quality, cost and the service we get”
- “We use this lab as a check to our lab and our main outside lab”
- “Quality of work and quick turn around”

✓ **Service:**

- “Relationship and good service ”
- “Smooth processing
- “Great customer service”
- “Proximity, familiarity, objectivity, depth of knowledge base”

Analytical Laboratory

Quality Policy

We are committed to providing our customers technically valid chemical and microbiological analysis results, as demonstrated by our technical expertise and adherence to the ISO 17025 quality standard.

Our management and staff are committed to and trained in all aspects of the quality system, including the implementation of its policies and procedures.

We will strive to continuously meet or exceed the expectations of our customers with respect to quality and service.

We will actively pursue customer input and address presented concerns