



## **Survey of Concrete Laboratories Certified by The Canadian Council of Independent Laboratories (CCIL)**

In November 2014, the Canadian Council of Independent Laboratories (CCIL) conducted a survey of all concrete laboratories that had been certified by CCIL. The purpose of the survey was to: 1) determine their level of satisfaction with CCIL's certification program, and 2) identify opportunities for improvement and promotion of the program.

This document provides a summary of the findings from the survey.

### **Methodology**

PR POST was enlisted as an independent third party to administer the survey and write a report on the findings. The use of an independent third party was an effort to assure respondents of their anonymity and encourage frank input.

The survey was distributed via Survey Monkey. The survey was first sent out on November 11, 2014. Respondents were given three weeks – until November 30 – to complete survey. To drive the response rate, three additional reminder emails were sent out to the survey target group -- on November 12, November 24 and November 27.

In order to encourage participation, CCIL offered an incentive in the form of an iPad that was won by one participant. The winner was selected at random, using an online program that picked a number on the excel sheet where all the winners were listed. The program lives online at [www.random.org](http://www.random.org).

### **Topline Findings**

The overall response rate was quite high at 37.1% with a total of 103 surveys completed. 35.92% of the respondents were Independent CCIL member labs (37); 5.83% were Independent Non-CCIL member labs (6); 44.66% were consulting engineers (46); 0.97% were contractors (1); 0.97% were government (1); 8.74% were concrete suppliers (9); and 2.91% were identified as other (3).

On a provincial basis, the largest number of survey respondents was from Ontario at 41.75% (43). Alberta and BC followed with 19.42% (20) and 17.48% (18) respondents respectively. 11.65% (12) of respondents were from The Prairies and the Atlantic provinces had the lowest number of respondents with only 9.71% (10) labs participating.

## **PROFILE OF RESPONDENTS**

### **LABORATORY OWNERSHIP**

<b>CCIL Member Labs</b>	<b>35.92%</b>
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<b>Non-CCIL Member Labs</b>	<b>5.83%</b>
<b>Consulting Engineers</b>	<b>44.66%</b>
<b>Contractors</b>	<b>.97%</b>
<b>Government</b>	<b>.97%</b>
<b>Concrete Suppliers</b>	<b>8.74%</b>
<b>Other</b>	<b>2.91%</b>

### RESPONDENTS BY REGION

<b>Ontario</b>	<b>41.75%</b>
<b>Alberta</b>	<b>19.42%</b>
<b>BC</b>	<b>17.48%</b>
<b>The Prairies</b>	<b>11.65%</b>
<b>Atlantic Provinces</b>	<b>9.71%</b>

### **The Topline**

- 88.35% of the respondents agreed and strongly agreed that the CCIL Concrete Laboratory Certification Program provides a valuable service.
- 66.99 % agreed and strongly agreed that CCIL is adequately involved to the extent necessary in the development of the standards used for this Program. 24.27% of respondents had no opinion either way; they neither agreed nor disagreed with the CCIL level of involvement in the development of standards.
- 60.22% agreed and strongly agreed that CCIL promotes and advertises the Certification Program to the extent necessary. 16.50% disagreed/strongly disagreed and 21.36% were neutral on the issue.
- 61.17% agreed and strongly agreed that the current fees charged for the Certification Program are appropriate. Only 8.74% disagreed and strongly disagreed with this statement indicating that they felt that the fees are not appropriate.
- There is weak support based on responses to this question for an increase in fees for the program. Only 22.33% of respondents agreed and strongly agreed that CCIL's service to this Program should be increased, even if this results in an increase in the fees paid for the program. 35.92% disagreed and strongly disagreed showing a level of price sensitivity that should be noted by CCIL. And importantly, 40.78% expressed no opinion on the matter.
- 72.81% of respondents agreed and strongly agreed that the reference and working documents for the Certification Program are easily accessible; only 15.53% showed any level of disagreement.
- 78.64% agreed and strongly agreed that the reference and working documents are a benefit to their laboratory. A small number – 6.78% -- disagreed/strongly disagreed with the statement.
- There are very high levels of satisfaction with the annual audit process. 86.41% of respondents indicated that they were satisfied (agreed and strongly agreed) with the annual audit process to maintain certification. Only 9.71% of respondents disagreed.

- 82.52% of survey respondents indicated that they are satisfied with CCIL’s response time for laboratory technician certification.
- 57.28% agreed and strongly agreed that since CCIL took over the administration of the Certification Program in 2009, they have seen general improvements. Of note, 35.9% of respondents indicated that they have seen no difference.

## DETAILED FINDINGS BY QUESTION

Questions asked respondents to rate each of the following statements on a scale from 1(strongly disagree) to 5 (strongly agree).

**Statement 1: The CCIL Concrete Laboratory Certification Program provides a valuable service to your laboratory:**

**National Findings:**

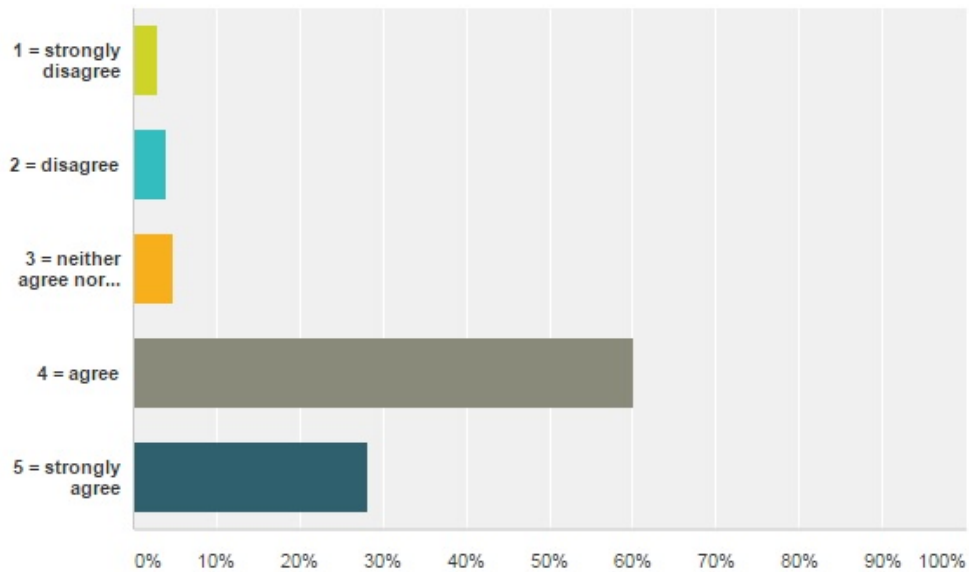
### Overall - CCIL Concrete Laboratory Certification Program is a Valuable Service

Answer Choices	Responses	
1= strongly disagree	2.91%	3
2 = disagree	3.88%	4
3 = Neither agree or disagree	4.85%	5
4 = agree	60.19%	62
5 = strongly agree	28.16%	29
<b>Total</b>	<b>100.0%</b>	<b>103</b>

- 88.35% of respondents agreed or strongly agreed that the CCIL Concrete Certification Program is a valuable service to their laboratory.
- Only 6.8% disagreed or strongly disagreed.

Please rate each of the following statements on a scale from 1 to 5: The CCIL Concrete Laboratory Certification Program provides a valuable service to your laboratory:

Answered: 103 Skipped: 0



Answer Choices	Responses
1 = strongly disagree	2.91% 3
2 = disagree	3.88% 4
3 = neither agree nor disagree / unable to comment	4.85% 5
4 = agree	60.19% 62
5 = strongly agree	28.16% 29
<b>Total</b>	<b>103</b>

**Breakdown by Province**  
**Certification Program is a Valuable Service**

Province	%Agree/Strongly Agree	Neutral	%Disagree/Strongly Disagree
BC	77.78%	5.55%	16.67%
Alberta	90.0%	5%	5%
The Prairies	100.0%	0%	0%
Ontario	90.7%	2.33%	6.97%
Atlantic provinces	100.0%	0%	0%

- There was strong agreement across Canada (X-Quebec) that the certification program is a valuable service.

**Breakdown by Respondent Type  
Certification Program is a Valuable Service**

<b>Respondent Type</b>	<b>%Agree/Strongly Agree</b>	<b>%Disagree/Strongly Disagree/Neutral</b>
<b>Independent Lab – CCIL Members</b>	<b>91.89%</b>	<b>5.41% disagree 2.70% neutral</b>
<b>Independent Lab – Non-CCIL Members</b>	<b>66.7%</b>	<b>16.66% disagree 16.67% neutral</b>
<b>Consulting Engineers</b>	<b>89.13%</b>	<b>8.7% disagree 2.17% neutral</b>
<b>Concrete Suppliers</b>	<b>77.78%</b>	<b>0% disagree 22.22% neutral</b>
<b>Contractor (only 1)</b>	<b>100.0%*</b>	<b>0% disagree 0% neutral</b>
<b>Government (only 1)</b>	<b>100.0% *</b>	<b>0% disagree 0% neutral</b>
<b>Other (3)</b>	<b>100.0% *</b>	<b>0% disagree 0% neutral</b>

- Opinion of the value of the certification program was slightly softer among Non-CCIL Member Independent Laboratories although still in strong positive territory at 66.7%.

**Statement 2: CCIL is adequately involved to the extent necessary in the development of the standards used for this Program:**

**National Findings:**

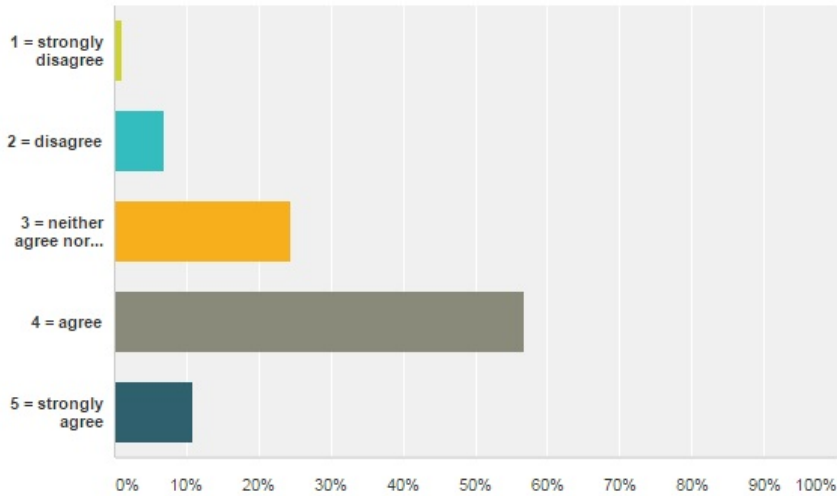
**Overall – Is CCIL Adequately Involved in Development of Standards for the Program**

<b>Answer Choices</b>	<b>Responses</b>	
<b>1= strongly disagree</b>	<b>0.97%</b>	<b>1</b>
<b>2 = disagree</b>	<b>6.79%</b>	<b>7</b>
<b>3 = Neither agree or disagree</b>	<b>24.27%</b>	<b>25</b>
<b>4 = agree</b>	<b>56.31%</b>	<b>58</b>
<b>5 = strongly agree</b>	<b>10.68%</b>	<b>11</b>
<b>NA</b>	<b>0.97%</b>	<b>1</b>
<b>Total</b>	<b>100.0%</b>	<b>103</b>

- 66.99 % agreed and strongly agreed that CCIL is adequately involved to the extent necessary in the development of the standards used for this Program.
- 24.27% of respondents really had no opinion either way; they neither agreed nor disagreed with the CCIL level of involvement in the development of standards for the program.

**CCIL is adequately involved to the extent necessary in the development of the standards used for this Program:**

Answered: 102 Skipped: 1



Answer Choices	Responses
1 = strongly disagree	0.98% 1
2 = disagree	6.86% 7
3 = neither agree nor disagree / unable to comment	24.51% 25
4 = agree	56.86% 58
5 = strongly agree	10.78% 11
<b>Total</b>	<b>102</b>

**Breakdown by Province**

**Is CCIL Adequately Involved in the Development of Standards for the Certification Program**

Province	%Agree/Strongly Agree	Neutral	%Disagree/Strongly Disagree
<b>BC</b>	<b>61.11%</b>	<b>27.78%</b>	<b>11.11%</b>
<b>Alberta</b>	<b>70.0%</b>	<b>25.0%</b>	<b>5.0%</b>
<b>The Prairies</b>	<b>66.67%</b>	<b>25.0%</b>	<b>8.33%</b>
<b>Ontario</b>	<b>66.67%</b>	<b>26.19%</b>	<b>7.14%</b>
<b>Atlantic provinces</b>	<b>88.89%</b>	<b>11.11%</b>	<b>0%</b>

- A majority of respondents in each province agreed and strongly agreed that CCIL is adequately involved in the development of standards.

**Breakdown by Respondent Type**

**Is CCIL Adequately Involved in the Development of Standards for the Certification Program**

<b>Respondent Type</b>	<b>%Agree/Strongly Agree</b>	<b>%Disagree/Strongly Disagree/Neutral</b>
<b>Independent Lab – CCIL Members</b>	<b>72.22%</b>	<b>13.89% disagree 13.89% neutral</b>
<b>Independent Lab – Non-CCIL Members</b>	<b>66.67%</b>	<b>16.67% disagree 16.67% neutral</b>
<b>Consulting Engineers</b>	<b>69.56%</b>	<b>4.35% disagree 26.09% neutral</b>
<b>Concrete Suppliers</b>	<b>33.33%</b>	<b>0% disagree 66.67% neutral</b>
<b>Contractor (only 1)</b>	<b>100.0%*</b>	<b>0% disagree 0% neutral</b>
<b>Government (only 1)</b>	<b>100.0%*</b>	<b>0% disagree 0% neutral</b>
<b>Other (3)</b>	<b>100.0%*</b>	<b>0% disagree 0% neutral</b>

- Based on responses, it appears that concrete suppliers do not think that CCIL is adequately involved to the extent necessary in the development of the standards used for this Program.
- Only 33.33% agreed and strongly agreed with the statement and 66.66% were neutral.

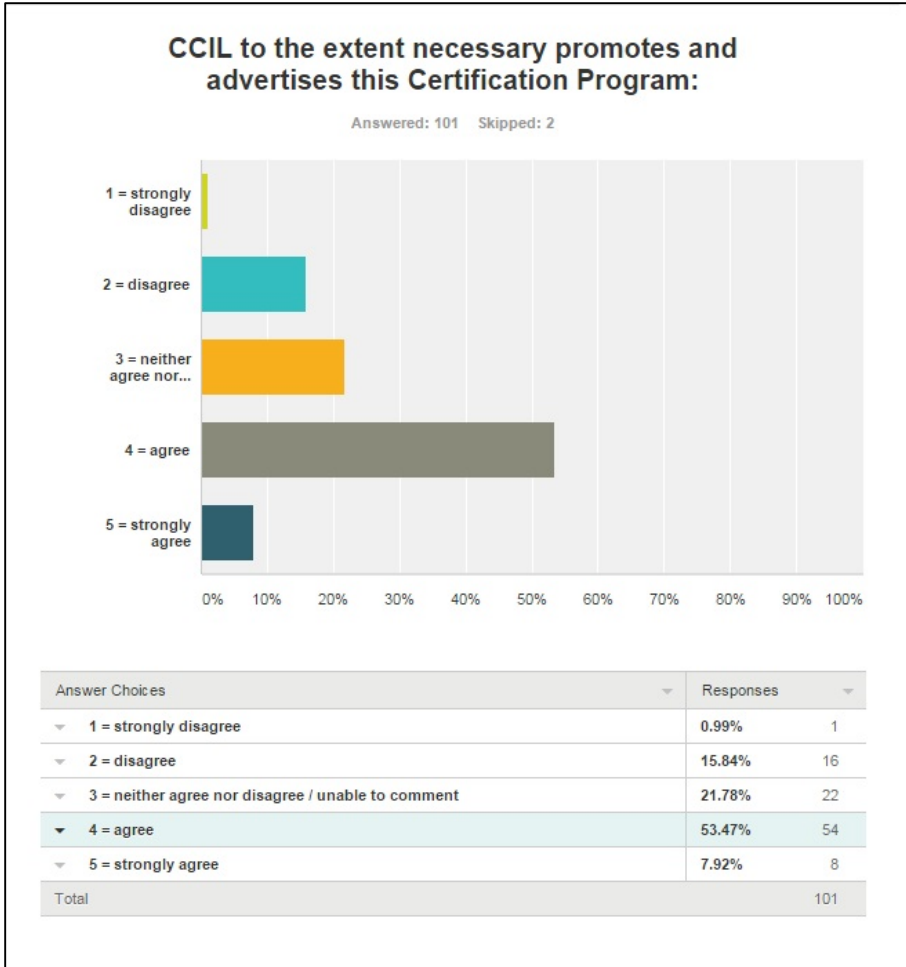
**Statement 3: CCIL to the extent necessary promotes and advertises this Certification Program:**

**National Findings:**

**Overall – Is CCIL Promoting and Advertising the Program to the Extent Necessary**

<b>Answer Choices</b>	<b>Responses</b>	
<b>1= strongly disagree</b>	<b>0.97%</b>	<b>1</b>
<b>2 = disagree</b>	<b>15.53%</b>	<b>16</b>
<b>3 = Neither agree or disagree</b>	<b>21.35%</b>	<b>22</b>
<b>4 = agree</b>	<b>52.42%</b>	<b>54</b>
<b>5 = strongly agree</b>	<b>7.87%</b>	<b>8</b>
<b>NA</b>	<b>1.94%</b>	<b>2</b>
<b>Total</b>	<b>100.0%</b>	<b>103</b>

- 60.22% agreed and strongly agreed that CCIL promotes and advertises the Certification Program to the extent necessary.
- 16.50% disagreed/strongly disagreed.
- 21.36% were neutral on the issue.



**Breakdown by Province**  
**Is CCIL Promoting and Advertising the Program to the Extent Necessary**

Province	%Agree/Strongly Agree	Neutral	%Disagree/Strongly Disagree
<b>BC</b>	<b>50.0%</b>	<b>16.67%</b>	<b>33.33%</b>
<b>Alberta</b>	<b>60.0%</b>	<b>35.0%</b>	<b>5.0%</b>
<b>The Prairies</b>	<b>41.67%</b>	<b>25.0%</b>	<b>33.33%</b>
<b>Ontario</b>	<b>68.29%</b>	<b>19.51%</b>	<b>12.20%</b>
<b>Atlantic provinces</b>	<b>88.89%</b>	<b>11.11%</b>	<b>0.00%</b>

- Most of the survey respondents generally think that CCIL does a good job promoting and advertising the program with the exception of the Prairie Provinces where only 41.67% agreed and strongly agreed that CCIL promotes and advertises the Certification Program to the extent necessary.



**Breakdown by Respondent Type  
Is CCIL Promoting and Advertising the Program to the Extent Necessary**

Respondent Type	%Agree/Strongly Agree	%Disagree/Strongly Disagree/Neutral
Independent Lab – CCIL Members	64.86%	13.52% disagree 21.62% neutral
Independent Lab – Non-CCIL Members	16.67%	33.33% disagree 50% neutral
Consulting Engineers	65.91%	15.91% disagree 18.18% neutral
Concrete Suppliers	55.56%	22.22% disagree 22.22% neutral
Contractor (only 1)	100.0%*	0% disagree 0% neutral
Government (only 1)	100.0%*.	0% disagree 0% neutral
Other (3)	66.7%*.	0% disagree 33.3% neutral

- Clearly Non-CCIL Independent Laboratories think that CCIL could do a better job promoting and advertising the Certification Program.

**Statement 4: With the reduction in fees charged for this Program in recent years, the current fees are appropriate:**

**National Findings:**

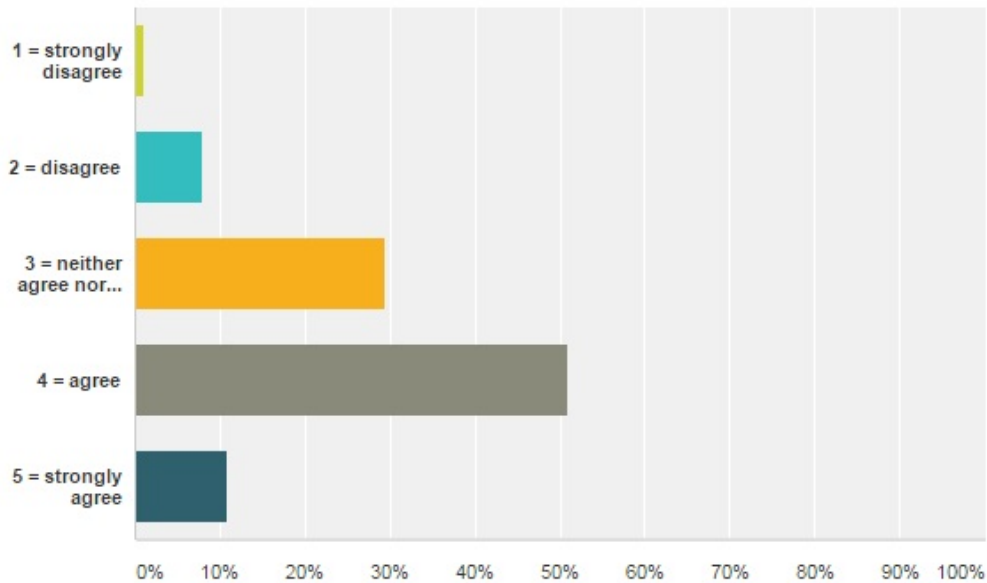
**Overall - Are Current Fees Appropriate Given Fee Reductions in Recent Years**

Answer Choices	Responses	
1= strongly disagree	0.97%	1
2 = disagree	7.77%	8
3 = Neither agree or disagree	29.13%	30
4 = agree	50.49%	52
5 = strongly agree	10.68%	11
NA	0.97%	1
<b>Total</b>	<b>100.0%</b>	<b>103</b>

- 61.17% agreed and strongly agreed that the current fees charged for the Certification Program are appropriate.
- Only 8.74% of respondents disagreed and strongly disagreed that the fees are appropriate.
- The large neutral response of 29.13% is very significant suggesting that CCIL should approach the issue of fees with caution.

**With the reduction in fees charged for this Program in recent years, the current fees are appropriate:**

Answered: 102 Skipped: 1



Answer Choices	Responses
1 = strongly disagree	0.98% 1
2 = disagree	7.84% 8
3 = neither agree nor disagree / unable to comment	29.41% 30
4 = agree	50.98% 52
5 = strongly agree	10.78% 11
<b>Total</b>	<b>102</b>

**Breakdown by Province  
Are Current Fees Appropriate Given Fee Reductions in Recent Years**

Province	%Agree/Strongly Agree	Neutral	%Disagree/Strongly Disagree
<b>BC</b>	<b>55.55%</b>	<b>38.9%</b>	<b>5.55%</b>
<b>Alberta</b>	<b>60.0%</b>	<b>25.0%</b>	<b>15.0%</b>
<b>The Prairies</b>	<b>66.67%</b>	<b>25.0%</b>	<b>8.33%</b>
<b>Ontario</b>	<b>61.90%</b>	<b>28.57%</b>	<b>9.53%</b>
<b>Atlantic provinces</b>	<b>66.67%</b>	<b>33.33%</b>	<b>0.00%</b>

- On a provincial basis, there appears to be some enhanced price sensitivity to fees particularly in BC and while ratings on this metric are generally in positive territory,

agreement in the range of 60% underscores the need for CCIL to proceed with caution on any program fee increases.

**Breakdown by Respondent Type  
Are Current Fees Appropriate Given Fee Reductions in Recent Years**

Respondent Type	%Agree/Strongly Agree	%Disagree/Strongly Disagree/Neutral
Independent Lab – CCIL Members	61.11%	8.33% disagree 30.56% neutral
Independent Lab – Non-CCIL Members	16.67%	16.67% disagree 66.67% neutral
Consulting Engineers	69.56%	10.87% disagree 19.57% neutral
Concrete Suppliers	33.33%	0% disagree 66.67% neutral
Contractor (only 1)	100.0%*	0% disagree 0% neutral
Government (only 1)	100.0% *	0% disagree 0% neutral
Other (3)	100.0% *	0% disagree 0% neutral

- There is general consensus that fees are appropriate; however, Non-CCIL Member Labs are less supportive of the current fees than other groups.

**Statement 5: CCIL’s service to this Program should be increased, even if this results in an increase in the fees:**

**National Findings:**

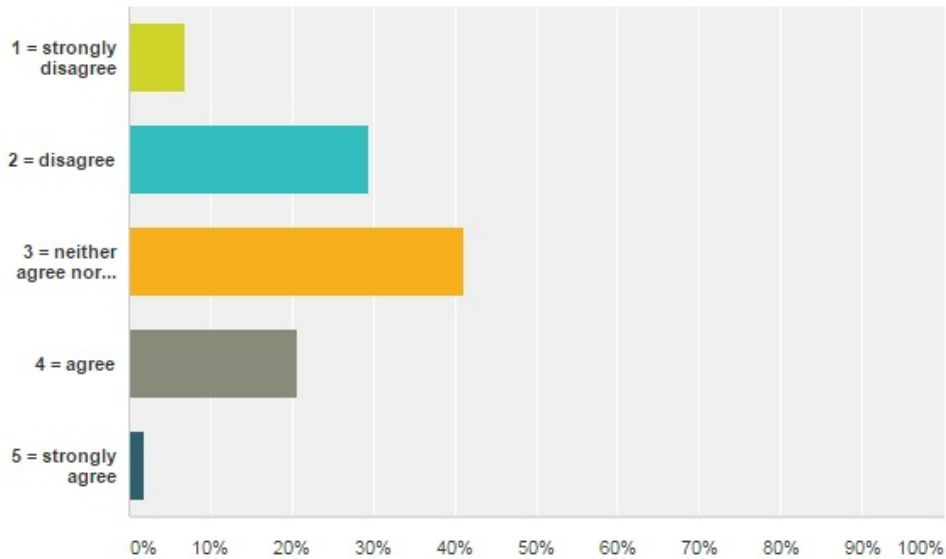
**Overall – Should CCIL Increase Service to the Program Even if it Results in a Fee Increase**

Answer Choices	Responses	
1= strongly disagree	6.79%	7
2 = disagree	29.13%	30
3 = Neither agree or disagree	40.78%	42
4 = agree	20.39%	21
5 = strongly agree	1.94%	2
NA	0.97	1
<b>Total</b>	<b>100.0%</b>	<b>103</b>

- Support for an increase in fees paid for the program is weak. Only 22.33% of respondents agreed and strongly agreed that CCIL’s service to this Program should be increased, even if this results in an increase in the fees paid for the program.
- 35.92% disagreed and strongly disagreed showing a level of price sensitivity that should be noted by CCIL.
- And importantly, 40.78% are currently neutral suggesting a wait and see attitude.

**CCIL's service to this Program should be increased, even if this results in an increase in the fees:**

Answered: 102 Skipped: 1



Answer Choices	Responses
1 = strongly disagree	6.86% 7
2 = disagree	29.41% 30
3 = neither agree nor disagree / unable to comment	41.18% 42
4 = agree	20.59% 21
5 = strongly agree	1.96% 2
<b>Total</b>	<b>102</b>

**Breakdown by Province**  
**Should CCIL Increase Service to the Program Even if it Results in a Fee Increase**

Province	%Agree/Strongly Agree	Neutral	%Disagree/Strongly Disagree
<b>BC</b>	<b>11.11%</b>	<b>55.56%</b>	<b>33.33%</b>
<b>Alberta</b>	<b>35.0%</b>	<b>45.0%</b>	<b>20.00%</b>
<b>The Prairies</b>	<b>33.33%</b>	<b>33.33%</b>	<b>33.33%</b>
<b>Ontario</b>	<b>16.67%</b>	<b>38.1%</b>	<b>45.23%</b>
<b>Atlantic provinces</b>	<b>33.33%</b>	<b>33.33%</b>	<b>33.33%</b>

- On a provincial basis, opinion on possible fee hikes for the program was largely neutral to negative indicating that there is not strong support for an increase in service that would necessitate an increase in fees for the program.

**Breakdown by Respondent Type  
Should CCIL Increase Service to the Program Even if it Results in a Fee Increase**

<b>Respondent Type</b>	<b>%Agree/Strongly Agree</b>	<b>%Disagree/Strongly Disagree/Neutral</b>
<b>Independent Lab – CCIL Members</b>	<b>19.44%</b>	<b>41.67% disagree 38.89% neutral</b>
<b>Independent Lab – Non-CCIL Members</b>	<b>16.67%</b>	<b>66.67% disagree 16.67% neutral</b>
<b>Consulting Engineers</b>	<b>17.39%</b>	<b>34.78% disagree 47.83% neutral</b>
<b>Concrete Suppliers</b>	<b>44.45%</b>	<b>22.22% disagree 33.33% neutral</b>
<b>Contractor (only 1)</b>	<b>0%</b>	<b>0% disagree 100% neutral</b>
<b>Government (only 1)</b>	<b>100.0% *</b>	<b>0% disagree 0% neutral</b>
<b>Other (3)</b>	<b>66.67% *</b>	<b>0% disagree 33.33% neutral</b>

**Statement 6: The reference and working documents for the Certification Program are easily accessible:**

**National Findings:**

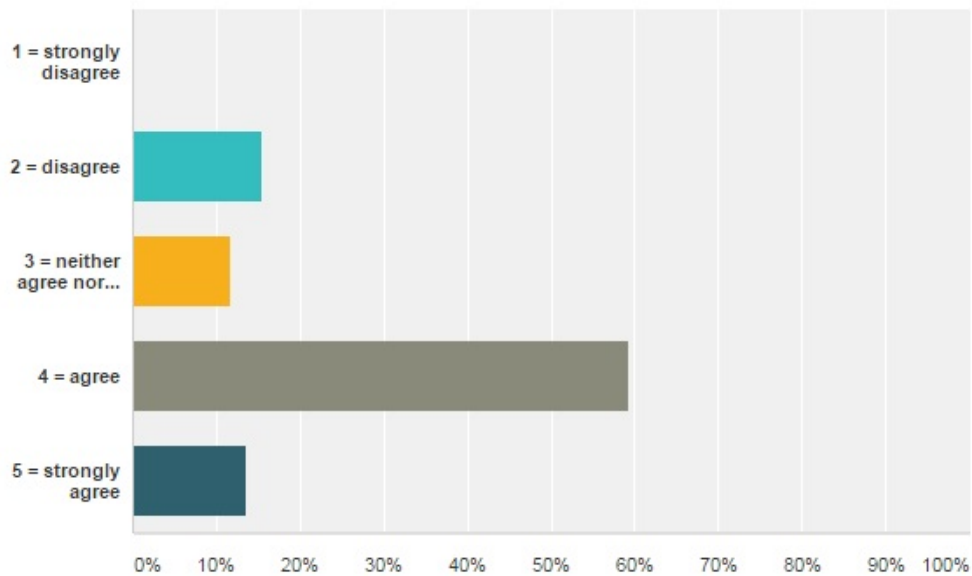
**Overall – Reference and Working Documents Easily Accessible**

<b>Answer Choices</b>	<b>Responses</b>	
<b>1= strongly disagree</b>	<b>0%</b>	<b>0</b>
<b>2 = disagree</b>	<b>15.53%</b>	<b>16</b>
<b>3 = Neither agree or disagree</b>	<b>11.65%</b>	<b>12</b>
<b>4 = agree</b>	<b>59.22%</b>	<b>61</b>
<b>5 = strongly agree</b>	<b>13.59%</b>	<b>14</b>
<b>NA</b>		
<b>Total</b>	<b>100.0%</b>	<b>103</b>

- 72.81% agreed and strongly agreed that the reference and working documents for the Certification Program are easily accessible.
- Only 15.53% showed any level of disagreement.

## The reference and working documents for the Certification Program are easily accessible:

Answered: 103 Skipped: 0



Answer Choices	Responses
1 = strongly disagree	0.00% 0
2 = disagree	15.53% 16
3 = neither agree nor disagree / unable to comment	11.65% 12
4 = agree	59.22% 61
5 = strongly agree	13.59% 14
<b>Total</b>	<b>103</b>

### Breakdown by Province Reference and Working Documents Easily Accessible

Province	%Agree/Strongly Agree	Neutral	%Disagree/Strongly Disagree
<b>BC</b>	<b>83.33%</b>	<b>5.56%</b>	<b>11.11%</b>
<b>Alberta</b>	<b>75.0%</b>	<b>15.0%</b>	<b>10.0%</b>
<b>The Prairies</b>	<b>75.0%</b>	<b>8.33%</b>	<b>16.67%</b>
<b>Ontario</b>	<b>69.77%</b>	<b>11.63%</b>	<b>18.60%</b>
<b>Atlantic provinces</b>	<b>66.67%</b>	<b>22.22%</b>	<b>11.11%</b>

- There is widespread agreement that documents are easily accessible.

**Breakdown by Respondent Type  
Reference and Working Documents Easily Accessible**

<b>Respondent Type</b>	<b>%Agree/Strongly Agree</b>	<b>%Disagree/Strongly Disagree</b>
<b>Independent Lab – CCIL Members</b>	<b>75.70%</b>	<b>13.20% disagree 11.10% neutral</b>
<b>Independent Lab – Non-CCIL Members</b>	<b>33.33%</b>	<b>50.0% disagree 16.67% neutral</b>
<b>Consulting Engineers</b>	<b>76.09%</b>	<b>10.87% disagree 13.04% neutral</b>
<b>Concrete Suppliers</b>	<b>55.56%</b>	<b>33.33% disagree 11.11% neutral</b>
<b>Contractor (only 1)</b>	<b>100.0%</b>	<b>0% disagree 0% neutral</b>
<b>Government (only 1)</b>	<b>100.0% *</b>	<b>0% disagree 0% neutral</b>
<b>Other (3)</b>	<b>100.0% *</b>	<b>0% disagree 0% neutral</b>

- The findings show that Non-CCIL Member Labs are not as supportive with only 33.33% in the survey indicating satisfaction with the easy access to documents; 50% disagreed and strongly disagreed that the reference and working documents are easy to access.

**Statement 7: These reference and working documents are a benefit to your laboratory:**

**National Findings:**

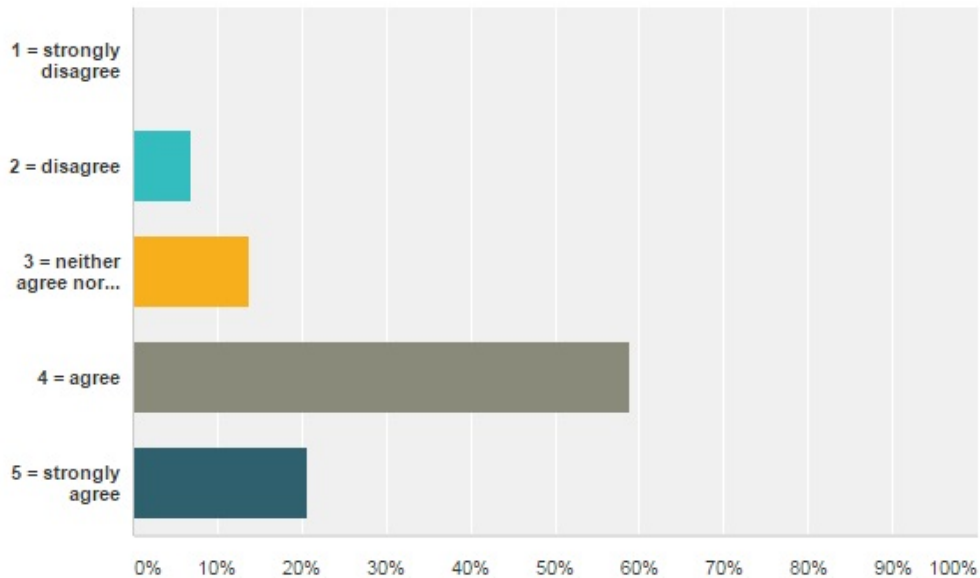
**Overall – Reference and Working Documents Benefit Your Laboratory**

<b>Answer Choices</b>	<b>Responses</b>	
<b>1= strongly disagree</b>	<b>0%</b>	<b>0</b>
<b>2 = disagree</b>	<b>6.79%</b>	<b>7</b>
<b>3 = Neither agree or disagree</b>	<b>13.59%</b>	<b>14</b>
<b>4 = agree</b>	<b>58.25%</b>	<b>60</b>
<b>5 = strongly agree</b>	<b>20.39%</b>	<b>21</b>
<b>NA</b>	<b>0.97%</b>	<b>1</b>
<b>Total</b>	<b>100.0%</b>	<b>103</b>

- 78.64% agreed and strongly agreed that the reference and working documents are a benefit to their laboratory.
- A small number – 6.78% - disagreed/strongly disagreed that the documents were of any benefit to their laboratory.

## The reference and working documents are a benefit to your laboratory:

Answered: 102 Skipped: 1



Answer Choices	Responses
1 = strongly disagree	0.00% 0
2 = disagree	6.86% 7
3 = neither agree nor disagree / unable to comment	13.73% 14
4 = agree	58.82% 60
5 = strongly agree	20.59% 21
<b>Total</b>	<b>102</b>

### Breakdown by Province Reference and Working Documents Benefit Your Laboratory

Province	%Agree/Strongly Agree	Neutral	%Disagree/Strongly Disagree
<b>BC</b>	<b>66.67%</b>	<b>22.22%</b>	<b>11.11%</b>
<b>Alberta</b>	<b>78.95%</b>	<b>21.05%</b>	<b>0.00%</b>
<b>The Prairies</b>	<b>75.0%</b>	<b>16.67%</b>	<b>8.33%</b>
<b>Ontario</b>	<b>88.37%</b>	<b>6.98%</b>	<b>4.65%</b>
<b>Atlantic provinces</b>	<b>77.78%</b>	<b>22.22%</b>	<b>0.00%</b>

- There was general strong agreement in all provinces that the reference and working documents benefit their laboratories.



**Breakdown by Respondent Type  
Reference and Working Documents Benefit Your Laboratory**

Respondent Type	%Agree/Strongly Agree	%Disagree/Strongly Disagree/Neutral
Independent Lab – CCIL Members	83.78%	5.41% disagree 10.81% neutral
Independent Lab – Non-CCIL Members	50.0%	0.00% disagree 50.0% neutral
Consulting Engineers	82.22%	6.67% disagree 11.11% neutral
Concrete Suppliers	66.67%	22.22% disagree 11.11% neutral
Contractor (only 1)	0.0%*	0% disagree 100.0% neutral
Government (only 1)	100.0% *	0% disagree 0% neutral
Other (3)	100.0% *	0% disagree 0% neutral

- Again while there was strong agreement on the benefit of the certification materials to their individual laboratories, the program showed some softness in this area among Non-CCIL member Independent laboratories with only 50% finding the reference and working documents valuable.

**Statement 8: Laboratories must undergo an audit once a year by CCIL to maintain certification. Your laboratory is satisfied with the annual audit:**

**National Findings:**

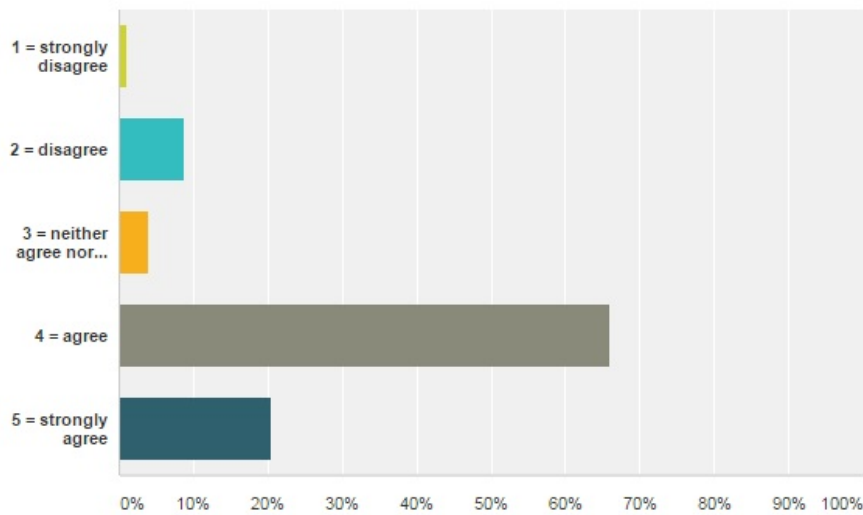
**Overall – Satisfaction with the Annual Audit to Maintain Certification**

Answer Choices	Responses	
1= strongly disagree	0.97%	1
2 = disagree	8.74%	9
3 = Neither agree or disagree	3.88%	4
4 = agree	66.02%	68
5 = strongly agree	20.39%	21
NA		
<b>Total</b>	<b>100.0%</b>	<b>103</b>

- There are very high levels of satisfaction with the annual audit process. 86.41% of respondents indicated that they were satisfied (agreed and strongly agreed) with the annual audit process to maintain certification.
- Only 9.71% of respondents disagreed.

**Laboratories must undergo an audit once a year by CCIL to maintain certification. Your laboratory is satisfied with the annual audit:**

Answered: 103 Skipped: 0



Answer Choices	Responses
1 = strongly disagree	0.97% 1
2 = disagree	8.74% 9
3 = neither agree nor disagree / unable to comment	3.88% 4
4 = agree	66.02% 68
5 = strongly agree	20.39% 21
Total	103

**Breakdown by Province  
Satisfaction with the Annual Audit to Maintain Certification**

Province	%Agree/Strongly Agree	Neutral	%Disagree/Strongly Disagree
BC	77.78%	5.55%	16.67%
Alberta	80.0%	10.0%	10.0%
The Prairies	91.67%	0.00%	8.33%
Ontario	90.70%	0.00%	9.30%
Atlantic provinces	100.0%	0.00%	0.00%

- The levels of satisfaction with the annual audit process to maintain certification were high across the country.

**Breakdown by Respondent Type  
Satisfaction with the Annual Audit to Maintain Certification**

<b>Respondent Type</b>	<b>%Agree/Strongly Agree</b>	<b>%Disagree/Strongly Disagree/Neutral</b>
<b>Independent Lab – CCIL Members</b>	<b>83.78%</b>	<b>10.81% disagree 5.41% neutral</b>
<b>Independent Lab – Non-CCIL Members</b>	<b>83.33%</b>	<b>0.00% disagree 16.67% neutral</b>
<b>Consulting Engineers</b>	<b>91.30%</b>	<b>8.70% disagree 0.00% neutral</b>
<b>Concrete Suppliers</b>	<b>88.89%</b>	<b>0% disagree 0% neutral</b>
<b>Contractor (only 1)</b>	<b>100.0%*</b>	<b>0% disagree 0% neutral</b>
<b>Government (only 1)</b>	<b>0% *</b>	<b>0% disagree 100.0% neutral</b>
<b>Other (3)</b>	<b>66.67% *</b>	<b>33.33% disagree 0.00% neutral</b>

- Levels of satisfaction with the annual audit process to maintain certification were very high.

**Statement 9: You are satisfied with CCIL’s response time for laboratory technician certification:**

**National Findings:**

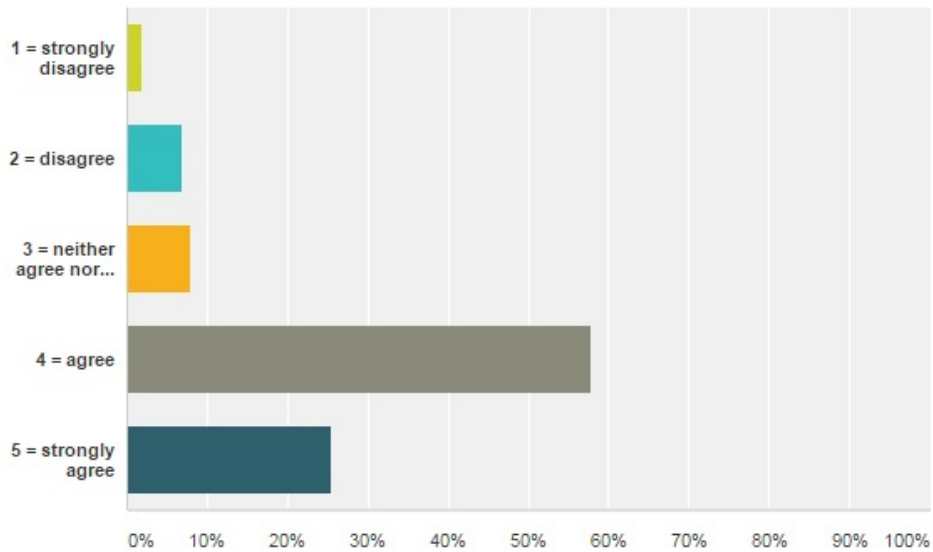
**Overall – Satisfaction with CCIL’s Response Time for Technician Certification**

<b>Answer Choices</b>	<b>Responses</b>	
<b>1= strongly disagree</b>	<b>1.94%</b>	<b>2</b>
<b>2 = disagree</b>	<b>6.79%</b>	<b>7</b>
<b>3 = Neither agree or disagree</b>	<b>7.77%</b>	<b>8</b>
<b>4 = agree</b>	<b>57.28%</b>	<b>59</b>
<b>5 = strongly agree</b>	<b>25.24%</b>	<b>26</b>
<b>NA</b>	<b>0.97%</b>	<b>1</b>
<b>Total</b>	<b>100.0%</b>	<b>103</b>

- 82.52% said that they were satisfied with CCIL’s response time for laboratory technician certification.

## You are satisfied with CCIL's response time for laboratory technician certification:

Answered: 102 Skipped: 1



Answer Choices	Responses
1 = strongly disagree	1.96% 2
2 = disagree	6.86% 7
3 = neither agree nor disagree / unable to comment	7.84% 8
4 = agree	57.84% 59
5 = strongly agree	25.49% 26
<b>Total</b>	<b>102</b>

### Breakdown by Province Satisfaction with CCIL's Response Time for Technician Certification

Province	%Agree/Strongly Agree	Neutral	%Disagree/Strongly Disagree
<b>BC</b>	<b>61.11%</b>	<b>27.78%</b>	<b>11.11%</b>
<b>Alberta</b>	<b>73.68%</b>	<b>10.53%</b>	<b>15.79%</b>
<b>The Prairies</b>	<b>83.33%</b>	<b>0.00%</b>	<b>16.67%</b>
<b>Ontario</b>	<b>93.02%</b>	<b>2.33%</b>	<b>4.65%</b>
<b>Atlantic provinces</b>	<b>100.0%</b>	<b>0.00%</b>	<b>0.00%</b>

- The levels of satisfaction with CCIL's response time for technician certification were very high particularly in Ontario, the Atlantic provinces, and across the Prairies.

**Breakdown by Respondent Type  
Satisfaction with CCIL's Response Time for Technician Certification**

<b>Respondent Type</b>	<b>%Agree/Strongly Agree</b>	<b>%Disagree/Strongly Disagree</b>
<b>Independent Lab – CCIL Members</b>	<b>86.49%</b>	<b>5.41% disagree 8.10%% neutral</b>
<b>Independent Lab – Non-CCIL Members</b>	<b>83.33%</b>	<b>16.67% disagree 0.00% neutral</b>
<b>Consulting Engineers</b>	<b>77.78%</b>	<b>13.33% disagree 8.89% neutral</b>
<b>Concrete Suppliers</b>	<b>100.0%</b>	<b>0.00% disagree 0.00% neutral</b>
<b>Contractor (only 1)</b>	<b>100.0%*</b>	<b>0.00% disagree 0.00% neutral</b>
<b>Government (only 1)</b>	<b>100. 0% *</b>	<b>0.00% disagree 0.00% neutral</b>
<b>Other (3)</b>	<b>66.66% *</b>	<b>0.00% disagree 33.33% neutral</b>

- Levels of satisfaction with the annual audit process to maintain certification were very high across all lab types.

**Statement 10: Since CCIL took over the administration of the Certification Program in 2009, you have in general seen improvements:**

**National Findings:**

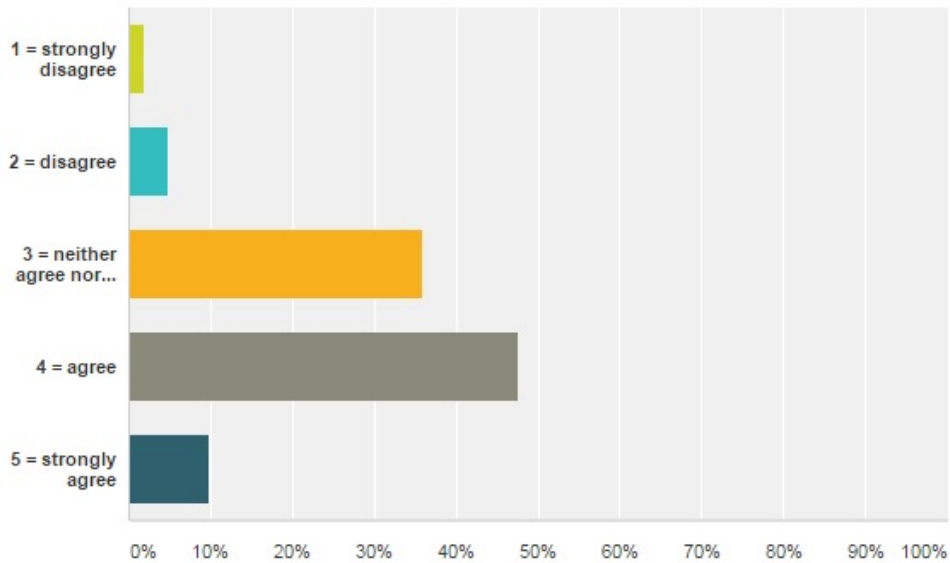
**Overall – Opinion re: General Improvement in the Certification Program since CCIL Take Over**

<b>Answer Choices</b>	<b>Responses</b>	
<b>1= strongly disagree</b>	<b>1.94%</b>	<b>2</b>
<b>2 = disagree</b>	<b>4.85%</b>	<b>5</b>
<b>3 = Neither agree or disagree</b>	<b>35.92%</b>	<b>37</b>
<b>4 = agree</b>	<b>47.57%</b>	<b>49</b>
<b>5 = strongly agree</b>	<b>9.71%</b>	<b>10</b>
<b>NA</b>		
<b>Total</b>	<b>100.0%</b>	<b>103</b>

- 57.28% of survey respondents agreed and strongly agreed that since CCIL took over the administration of the Certification Program in 2009, they have seen general improvements.
- Of note, 35.9% of respondents indicated that they have seen no difference in the program.

**Since CCIL took over the administration of the Certification Program in 2009, you have seen overall general improvements:**

Answered: 103 Skipped: 0



Answer Choices	Responses
1 = strongly disagree	1.94% 2
2 = disagree	4.85% 5
3 = neither agree nor disagree / unable to comment	35.92% 37
4 = agree	47.57% 49
5 = strongly agree	9.71% 10
<b>Total</b>	<b>103</b>

**Breakdown by Province**

**Opinion re: General Improvement in the Certification Program since CCIL Take Over**

Province	%Agree/Strongly Agree	Neutral	%Disagree/Strongly Disagree
<b>BC</b>	<b>50.0%</b>	<b>38.89%</b>	<b>11.11%</b>
<b>Alberta</b>	<b>45.0%</b>	<b>50.0%</b>	<b>5.0%</b>
<b>The Prairies</b>	<b>41.67%</b>	<b>50.0%</b>	<b>8.33%</b>
<b>Ontario</b>	<b>65.11%</b>	<b>30.24%</b>	<b>4.65%</b>
<b>Atlantic provinces</b>	<b>88.89%</b>	<b>11.11%</b>	<b>0.00%</b>

- Only Ontario and the Atlantic provinces respondents in particular reported that they had seen general improvement in the Certification Program since CCIL took it over in 2009.

- Respondents from Alberta, The Prairies and to a lesser extent BC indicated less agreement with general improvement in the program since the CCIL take over.

**Breakdown by Respondent Type**  
**Opinion re: General Improvement in the Certification Program since CCIL Take Over**

<b>Respondent Type</b>	<b>%Agree/Strongly Agree</b>	<b>%Disagree/Strongly Disagree</b>
<b>Independent Lab – CCIL Members</b>	<b>75.68%</b>	<b>2.70% disagree 21.62% neutral</b>
<b>Independent Lab – Non-CCIL Members</b>	<b>50.0%</b>	<b>33.33% disagree 16.67% neutral</b>
<b>Consulting Engineers</b>	<b>56.52%</b>	<b>6.52% disagree 36.96% neutral</b>
<b>Concrete Suppliers</b>	<b>11.11%</b>	<b>11.11% disagree 77.78% neutral</b>
<b>Contractor (only 1)</b>	<b>0%*</b>	<b>0% disagree 100.0% neutral</b>
<b>Government (only 1)</b>	<b>100.0% *</b>	<b>0% disagree 0% neutral</b>
<b>Other (3)</b>	<b>0% *</b>	<b>0% disagree 100.0% neutral</b>

- CCIL Member Labs who responded to the survey noted improvement in the certification program since CCIL took it over in 2009 (75.68%).
- However, there was a significant drop off in opinion as to whether there has been general improvement in the program since CCIL took it over for all other target audiences. For example, concrete suppliers (77.7%) were very neutral in their response to this question and only 56.52% of consulting engineers indicated that they had seen general improvement following the CCIL takeover of the program.