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## International Product Assurance Laboratories Receives Customer Quality Service Award

(Clemson, SC)— International Product Assurance Laboratories (IPA Laboratories), has been honored with the American Council of Independent Laboratories (ACIL) Customer Quality Service Award. IPA Laboratories is one of ten independent laboratories recognized with this award for their exceptional commitment to quality service. Additionally, IPA Laboratories received a **Special Recognition Award** as one of the top three laboratories for timeliness.

Participation in the ACIL Customer Quality Service Award Program requires laboratories to send satisfaction surveys to their customers, adhere to an ethics program, and sign a code of ethics. ACIL's client survey is specifically tailored to serve as invaluable feedback, meeting the requirements outlined in ISO/IEC1725:2017 Section 8.6.2.

According to ACIL, "No other program ranks participating laboratories' based on customer responses to satisfaction with services or requires a signed code of ethics and data integrity statement by each laboratory location."

This is the second consecutive year IPA Laboratories has participated and been awarded ACIL's Customer Quality Service Award. "This unique program provides a way to highlight the exceptional service we provide, which we feel distinguishes us from other laboratories," noted Katelyn Simpson, Director of Laboratory Services at IPA Laboratories. "We are grateful to ACIL for this esteemed recognition and remain committed to maintaining the highest standards of service excellence in the industry."

**TILE COUNCIL OF NORTH AMERICA, INC.**

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### **About the ACIL Customer Quality Service Award**

The ACIL Customer Quality Service Award Program was developed by the American Council of Independent Laboratories in 1996 with the mission of addressing quality issues within the laboratory industry and applauding participants who consistently demonstrate outstanding quality performance. Award recipients are commended for their dedication to data integrity, their ability to meet the quality needs of customers, and their role in setting performance standards for the testing laboratory industry.

### **About International Product Assurance (IPA) Laboratories**

International Product Assurance Laboratories (formerly the TCNA Product Performance Testing Laboratory) offers unparalleled third-party, ISO 17025 accredited, independent laboratory services including testing of ceramic, glass, and stone tiles and panels, concrete products such as pavers, all countertop surfacing materials, composite materials such as LVT, LVP, and rigid core products, materials used in the installation of hard surface floor and wall coverings, and related raw materials. IPA Laboratories also offers antiviral, antibacterial, and other microbiological testing and research. The lab is located adjoining the Clemson University Innovation Campus and Technology Park with access to a broad spectrum of equipment including SEM, TEM, GCMS, FTIR, ICP-EMS, and more.

### **About Tile Council of North America (TCNA)**

TCNA is a trade association representing manufacturers of ceramic tile, tile installation materials, tile equipment, raw materials and other tile-related products. Established in 1945 as the Tile Council of America (TCA), it became the Tile Council of North America (TCNA) in 2005, reflecting its membership expansion to all of North America.

The Tile Council is recognized for its leadership role in facilitating the development of North American and international industry quality standards to benefit tile consumers. Additionally, TCNA regularly conducts independent research and product testing, works with regulatory, trade, and other government agencies, and publishes installation guidelines, tile standards, economic reports, and promotional literature.

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