



2023

ANNUAL
REPORT



American Association for
Laboratory Accreditation

A2LA is the largest accreditation body in the United States, among the largest accreditation bodies in the world, and the only independent, 501(c)3, non-profit, internationally recognized accreditation body in the U.S. offering a full range of comprehensive conformity assessment accreditation services.

We embody the highest integrity and expertise to create trust, safety and quality throughout the world. Our accreditation programs are internationally recognized and based on globally accepted criteria resulting in A2LA's signatory status with international recognition arrangements.

A2LA recognizes accreditation competency of the following programs:

- Testing and calibration laboratories to ISO/IEC 17025:2017
- Clinical testing laboratories to ISO 15189:2012, ISO 15189:2022, & CLIA requirements
- Biobanks to ISO 20387:2018
- Inspection bodies to ISO/IEC 17020:2012
- Proficiency testing providers to ISO/IEC 17043:2010 & ISO/IEC 17043:2023
- Reference material producers to ISO 17034:2016
- Product certification bodies to ISO/IEC 17065:2012

Organizations are assessed by technically-trained assessors who are experts in their fields. At the end of 2023, A2LA had 4,294+ actively accredited certificates representing all 50 U.S. states and over 50 foreign economies, and 300 contracted assessors.

The A2LA Assessor corps of conformity assessment professionals are committed to providing a comprehensive, technical accreditation experience to our applicant and accredited organizations. A2LA Assessors are industry and peer experts with vast direct technical experience in the discipline in which they assess. A2LA Assessors are some of the best assessors in the world and lend to support what sets A2LA apart from the rest.



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a message from The Chair of the Board



Brad
Goskowicz

Purpose Driven Growth; Making the World a Better Place!

In my ten plus years of service with the A2LA Board of Directors I have been fortunate to have a front row seat to view the tremendous growth that has been accomplished. The organization has more than doubled in size, accreditations, team members and impact. All of this, amongst some of the most challenging and uncertain times.

This ability to adjust, realign and grow is critical in furthering the A2LA Mission; "We embody the highest integrity and expertise to create trust, safety and quality throughout the world."

As a purpose driven organization we have always been known for attracting like minded team members. Indeed, I would suggest that has been our biggest strength since A2LA's inception. As we look forward, however, the key challenges are two fold. First, how do we continue to attract the best and brightest, purpose-driven team members and second, how do we assure that we have the process and structure to ensure that A2LA is sustainable for one hundred years and more!

Culture building is hard work and takes time, our CEO, Lonnie Spires along with his Senior Management Team have made great strides in investing in team members and creating positions that are competitive in today's marketplace. In addition their has been a focus on values, and customer focused service which is second to none. Further evidence of this cultural evolution is the

transition from a very successful Tech Forum to an Annual Meeting that now has become an inclusive forum for all stakeholders.

With regards to process and structure, there have also been significant changes in the past ten years. The Board of Directors itself has evolved from a large mostly ineffective body into a smaller Governance Board that has increased both effectiveness and efficiency. Most importantly, the Board has developed a strong relationship with the A2LA Management team that has built a mutual cadence of accountability that creates a great deal of trust! A2LA itself has also reorganized to better support our accreditation partners and assessors.

Looking ahead, there is nothing to make me believe that the times we live in will not continue to be uncertain and ever changing. I also believe the role of A2LA in making the world a safer, healthier place will not diminish but on the contrary, the need for our services will only grow. To be successful, to be sustainable and to fulfill our mission, we will need to continue to grow and change. Fortunately, A2LA has been built for this challenge.

It has been an honor to serve on the A2LA Board and especially as Board Chair the last several years. As I complete my Board Service in 2024, I am confident that we are "on track" and have a very bright future as the preeminent Accreditation Body in the world.

a message from The President & CEO



Lonnie
Spires

In 2023, A2LA faced a variety of new challenges. Not only was the organization resilient; it became a launchpad for new growth and opportunities in the years ahead.

I am honored to recount our accomplishments from the past year, acknowledge the outstanding work of our expert staff, and present our redefined mission and vision statements that will guide us into the future.

The exceptional team at A2LA surpassed all expectations in 2023. They continued to foster each of our valued client relationships, and built new relationships which grew our customer base, our network of partners, and the A2LA membership community. The team also continued to exemplify A2LA's core values at every level and their steadfast commitment to quality has been crucial to the trust we've earned globally.

Amid this growth, we expanded our headquarters in Frederick, Maryland to accommodate a growing number of staff members. The new section of the office was commemorated with a ribbon cutting celebration and a new timeline installation featuring A2LA's major milestones over the years.



The expansion also included a new conference room, which was affectionately named "Payton's Place." Named after Payton, the son of A2LA VP of Accreditation Service Trace McInturff and A2LA Graphic Designer, Gina McInturff, Payton's Place is a celebration of community, compassion, and the profound impact a work family can have on individuals with special needs.

This past year was pivotal for A2LA as we also refined our new mission and vision, which were officially published at the beginning of 2024.

Mission: We embody the highest integrity and expertise to create trust, safety, and quality throughout the world.

Vision: We create a safer, healthier world.

The former mission and vision focused on accreditation programs, while the new mission and vision are centered on the positive outcomes of A2LA's work: safety and quality throughout the world.

Our mission and vision compel us to exceed expectations, catalyze change, and foster progress. They embody our pledge to lead with integrity and accountability and innovate within our field. They reflect our status as global leaders and underscore the potential impact of our work.

Looking back at this past year, the success we have enjoyed stems from the unity and drive of our team. The skill, resilience, and creativity of our staff have steered us through a year of significant accomplishments, and for that I extended my deepest appreciation.

As we step into 2024, I am optimistic that our collective vision and teamwork will propel us to new achievements. The path ahead is promising, and together, we are committed to shaping a future that exceeds the imaginable.

a message from VP, Accreditation Services



Trace McInturff

2023 will go down as my favorite year (so far) in my 27 years at A2LA. It was a very exciting and personally rewarding year at A2LA (spoiler alert - it's at the bottom of my message).

Early in 2023 Accreditation Services was able to fill several of the open positions remaining from the great resignation which enabled us to realize the fruits of our labor from our AcS restructuring from a few years ago. We were also able to see some gains from our Operational Excellence focus over the year with our resources.

2023 presented A2LA the opportunity to finally travel to some of our overseas customers that we hadn't been able to visit since before Covid. While remote assessment technique served its purpose, there were some corners of the world where we really needed to get back into the CABs for face-to-face assessments and get our schedules back in alignment. We had several assessors that ended up spending large amounts of their year on the ground in these places assisting the Association and I am extremely grateful for our awesome Assessor Corps for taking on this challenge.

The A2LA Marketing Department absolutely crushed the 2023 Annual Conference (more on that later in the report). Staff had some anxiety as we began preparing for the first 'Annual Conference' and the first event hosted outside of the Baltimore-Washington area. Teamed with a bit of hesitance from some travelers coming out of the Covid years we were a bit skeptical about what AnnCon23 would look like. Marketing has set the bar incredibly high and has laid the foundation leading to the makings of a 'must attend' event for years to come.

On the international recognition front, we were finally able to venture out and collaborate with our accreditation colleagues from around the world at the first face-to-face ILAC/IAF meetings in Belfast, Ireland in May, the first f-2-f meetings

since October 2019 in Frankfurt. ILAC/IAF were also able to finally host the Annual Meetings and General Assembly in Montreal, Canada in November, a meeting that was previously cancelled 3 years in a row due to Covid.

In June, A2LA co-hosted the 2023 APAC Technical Meetings and General Assembly in Anaheim, California along with our US-based APAC MRA colleagues. There was solid turnout and a generally more upbeat attitude as we all appeared happy to gather together with our Asia-Pacific friends over the course of the week at a great venue, our first gathering since June 2019 in Singapore.

From a business perspective 2023 started out a bit stressful as we had pretty high growth expectations and projections which seemed out of reach at the end of Q1. The spring brought about renewed optimism and A2LA rolled into the end of the year exceeding both our financial goals (more on that later in the report) as well as accreditation certificate growth goals.

Lastly, the Association celebrated our 45th Anniversary in September and expanded operations into a new section of our building. But the absolutely coolest thing was the christening of the new conference room in our newly acquired space. Over the years A2LA has paid tribute to our previous leaders that have enabled A2LA to grow into who and what we are today by naming our conference and meeting rooms after them. We have the John Locke room, the Peter Unger Executive Conference room, the Roxanne Robinson room, and the James Hostettler Conference room. New for 2023, and beyond, we will have 'Payton's Place' as a tribute to me named in honor of my special needs son Payton who has become a fan favorite at A2LA. When Payton is in the office things are just better. There is always an uptick in energy and happiness which reminds us all that there is still humanity in the world.

2024 has the makings for another successful year and I am very much looking forward to it.



the 2023 Annual Conference

The A2LA Annual Conference is one of the accreditation industry's most essential multidiscipline events in the accreditation world, attracting attendees from around the globe in various sectors like automotive, cannabis, electrical, life sciences, pharmaceutical, calibration, biobanking, and many more. This year's Annual Conference was held in Tucson, AZ.



The John Locke Award is an annual award given by A2LA and named in honor of our first president. It is presented to a distinguished recipient for their years of hard work and dedication in the area of accreditation. The recipient must achieve at least six of seven established criteria. We proudly announced the winner of the 2023 John Locke Award Winner to **Roxanne Robinson**.

The A2LA Dennis R. McCully Assessor Choice Award, which is awarded for technical excellence and customer experience, is presented in honor of Dennis, one of A2LA's past assessors. The inaugural award was presented to **Jack Ferris**.

AnnCon24 will be another memorable event— We can't wait to see everyone again!

April 21 - 24
Denver, Colorado



company Financial Highlights

Shown below is a comparison of the total revenue and support, plus investment income and less expenses, resulting in a change in net assets (in \$000s) for the years ending on December 31 since 2018.

Year ended December 31	Total Revenue & Support*	Total Expense	Change in Net Assets
2023	\$27,080	\$25,368	\$1,712
2022	\$19,818	\$21,834	(\$2,016)
2021	\$19,803	\$17,834	\$1,969
2020	\$17,695	\$16,745	\$950
2019	\$21,768	\$19,848	\$1,752
2018	\$19,263	\$1,752	\$437

**Includes investment income and losses.*

the A2LA Board of Directors

A2LA is Governed by its Board of Directors.
As of December 31, 2023, members include:

Executive Committee



Members



activities

International

A2LA's International Involvement Ensures Consistency Among Global Accreditation Bodies

To ensure the acceptance of work performed by A2LA-accredited organizations, A2LA has sought recognition and approval from international, domestic, and industry groups. Our accreditation programs are internationally recognized and based on globally accepted criteria resulting in A2LA's signatory status with the four international recognition arrangements below.

The International Laboratory Accreditation Cooperation (ILAC) Mutual Recognition Agreement (MRA)



The ILAC MRA is the utilization of recognizing regional arrangements established in the Americas (IAAC), the Asia-Pacific region (APAC), Europe (EA), the Arab region (ARAC), South Africa (SADCA), and Africa (AFRAC). The bodies participating in these regional arrangements are responsible for maintaining the necessary confidence in the competence of their member accreditation bodies that are signatories to the ILAC Agreement.

A2LA helps provide the significant technical underpinning to the calibration, testing, medical testing, and inspection results, provision of proficiency testing programs, and production of the reference materials of the accredited conformity assessment bodies that in turn deliver confidence in the acceptance of services and results.

We are recognized by ILAC under the following scopes:

- ISO 15189 – Medical
- ISO/IEC 17025 – Calibration
- ISO/IEC 17020 – Inspection
- ISO/IEC 17043 – Proficiency Testing Providers (PTP)
- ISO/IEC 17025 – Testing
- ISO 17034 – Reference Materials Producers (RMP)

The International Accreditation Forum (IAF) Multi-Lateral Arrangement (MLA)



The IAF is an association of accreditation bodies interested in conformity assessment in the fields of management systems, products, services, personnel, and other similar programs.

We are recognized by IAF under the following scope:

- ISO/IEC 17065 – Product Certification

The Asian Pacific Accreditation Cooperation (APAC) Mutual Recognition Arrangement (MRA)



APAC's primary role is to manage and expand a mutual recognition arrangement (MRA) among accreditation bodies in the Asia Pacific region. A2LA has gone through an intensive evaluation in accordance with procedures detailed in the relevant APAC publications.

We're recognized by APAC under the following scopes:

- ISO 15189 – Medical
- ISO/IEC 17020 – Inspection
- ISO/IEC 17025 – Calibration
- ISO/IEC 17025 – Testing
- ISO 17034 – Reference Materials Producers (RMP)
- ISO/IEC 17043 – Proficiency Testing Providers (PTP)
- ISO/IEC 17065 – Product Certification
- ISO 20387 – Biobanking



A2LA Membership

Membership with A2LA empowers individuals and organizations to participate in the development of new and revised accreditation standards, network with others working in the quality industry, gain valuable knowledge and training, and promote quality and consumer safety.

Membership Type	Members
Accreditation Council Member	230
Individual Member	94
Organizational Member	601
Institutional Member	8
Honorary Member	4
Total Members	937

The Benefits of Membership

- Provides forums for members to build relationships with tangible business benefits through new connections, continuing education, and advocacy.
- Fosters a comprehensive peer network of industry professionals through the A2LA Annual Conference and other networking opportunities.
- Supports government and global affairs efforts through work with legislative, regulatory, and industry groups sharing common goals.
- Leads by example within quality assurance, accreditation, and technical communities to support our vision of creating a single accreditation accepted everywhere.
- Advocates for the A2LA vision among global peers while developing reciprocal recognition of our accredited results.
- Promotes customers with a global interest.

Accreditation Council

A2LA Accreditation Council (AC) consists of volunteer members who are appointed by the Director of Operational Excellence. Council members are selected based on their experience and knowledge of the relevant conformity assessment standards. At the end of 2023, A2LA's AC membership consisted of 230 individuals.

attended 2023 Tradeshows

March

The Emerald Conference
Pittcon

April

Executive War College
ASCLD Annual Symposium

May

ISBER Annual Meeting & Exhibits

July

NCSLI - Understanding Climate Change through Metrology
AACC Annual Scientific Meeting & Clinical Lab Expo
TNI Environmental Symposium
IEEE International Symposium on Electromagnetic Compatibility, Signal, & Power Integrity

August

NCSLI - National Conference State Legislatures Annual Meeting
AOAC International

September

CSC East - Cannabis Science Conference East

October

AFQAM - Association of Forensic Quality Assurance Managers
Automotive Testing Expo
ACIL - American Council on Independent Labs

November

MJBizCon - Marijuana Business Conference



annual summary

Exemplifying Our Core Values



Community



Throughout the year, our commitment to remaining customer focused, service driven, and people focused stood at the forefront of our operations. We launched several community engagement initiatives, including donating over 1300 food items to the Frederick, Maryland Foodbank, which has a direct impact of 600-800 households monthly. Our employees and interns volunteered at various organizations throughout the year, demonstrating our dedication to community service and strengthening our ties with the people we serve. We celebrated our headquarters expansion with the dedication of Payton's Place conference room as a celebration of community and compassion and its impact on our work family. Additionally,

employees celebrated A2LA through various activities throughout the year such as company outing to Hersheypark and annual summer picnic and holiday party. Through partnerships, sponsorships, and direct engagement, we've not only supported but also become an integral part of our community.

Leadership

In 2023, A2LA and its employees embodied the essence of advocating for a better world through accreditation. We continued our role as a leader in accreditation through various efforts, including expanding our reach as a founding member of NAAF and expanding its recognition with the Horseracing Integrity and Welfare Unit. Additionally, the partnership with the National Hemp Council of America further supports joint recognition efforts. Our leadership in advocating for a better world is exemplified through our commitment to achieving and maintaining the highest standards of accreditation.

These efforts not only highlight our dedication to excellence and sustainability but also our role as a catalyst for positive change within our industry and community. As we continue to lead with integrity and innovation, we remain focused on contributing to a sustainable and ethical future.



Accountability

Accountability is the cornerstone of our operations. This year, we made significant strides to enhance transparency, responsibility, and accountability measures in our processes, reinforcing trust and integrity among our stakeholders. Throughout the year, engaged in open dialogues with our employees and stakeholders through employee meetings, social media, annual conference, and various forums. We shared our progress, challenges, and learnings fostering a culture of trust and mutual respect. Our dedication to going above and beyond is evident in our achievements this year. We exceeded our targets for 2023 in customer satisfaction and assessment quality. These accomplishments were not by chance but the result of our proactive approach to innovation, continuous improvement, and an unwavering commitment to our values. We celebrated these successes internally and externally, showcasing our ability to not just meet but exceed the high standards we set for ourselves. Understanding that accountability is an ongoing journey we have robust policies and procedures implemented to assist A2LA continuously assess and elevate our performance.



Quality

This past year has been a testament to our commitment to quality and our continuous pursuit of excellence. This year, we introduced The Director of Operational Excellence position which will ensure our commitment to quality, self-reflection, growth, and innovation that we remain accountable not only to our current standards but also to the evolving expectations of our industry and our community. A2LA continued supporting the progression of quality through additional initiatives such as supporting the Women in STEM programs locally, as well as continuing with A2LA's Internship program for 2023. During the year we conducted nearly 2500 assessments, the quality reflecting our commitment to excellence and as a testament to delivering superior value to our customers, were not by chance but the result of our proactive approach to innovation, continuous improvement, and an unwavering commitment to our values.



Integrity

This year, our steadfast commitment to integrity has been more evident than ever. We've taken deliberate steps to ensure that our actions align with our words, thereby strengthening the trust our customers place in us. At the heart of our mission lies a profound commitment to upholding the highest ethical standards. We've reinforced this throughout the year through training, mentoring new employees by ensuring that our team not only understands but lives by our core values. This focus has been pivotal in fostering a culture of honesty and transparency within our organization. A key aspect of our integrity is our dedication to honoring our commitments. This year, we achieved almost 2500 assessments, a testament to our resolve to deliver on our promises. Despite daily challenges and obstacles, our employees worked tirelessly to ensure that we met our objectives, demonstrating our reliability and commitment to excellence. Our dedication to integrity has strengthened our relationships with customers, partners, and the community. We've honored our commitments by delivering high quality, superior value assessments to our customers and our community, ensuring the safety of products and services. This has not only solidified our reputation but also built a stronger, more trusting relationship with those we serve.





A Better World Through Accreditation

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