



TELL US What You Think

Your thoughts are crucial to our success, and your business is very important to us. So to get your thoughts, from time to time we send out surveys. For more than 10 years, we have been sending our surveys to new clients and, on a limited basis, to repeat clients asking, "How are we doing?" If you have taken the time to respond to our surveys, we thank you. These responses really help us to continually improve. We try to keep the questionnaire short and easy to complete. Most of you have responded. By the way, in the surveys we also ask, "Where did you hear about us?" Many of you

have responded via the Internet. That's the reason we're keeping in touch via these electronic newsletters. We'll share what we have learned from these surveys and summarize the results.

Also in this newsletter, we got out a calculator and came up with a surprisingly large number of 25,304. This number increases almost daily, and is most likely rising as you read this. Read on to find out what we added up in "DidYouKnow."

In "Focus On," we feature the test capabilities we put in place to provide the Ceiling Panel and Ceiling System Industry with a one-stop test source.

As always, we would like the opportunity to show you what we can do for you. If you have any questions, please call or e-mail me: 716-873-9750 ext. 341; rjmenchetti@ngctestingservices.com. I'd love to hear from you.

Bob Menchetti

Director of Laboratory Facilities & Testing Services



View
Brochure
now >>



ngctestingservices.com

THE SURVEY SAYS...>>

DID YOU KNOW?

We're adding it all up...
[read more >>](#)



Focus On: One-Stop Fire and Acoustical Testing for the Ceiling Panel and Ceiling System Industry

NGC Testing Services can provide a full menu of comprehensive, accredited tests for the Ceiling Panel and Ceiling System Industry and other acoustical interior finishes. By design, we brought together a wide array of tests under one roof for these types of products. Some of these tests are unique and are only commercially available at NGC Testing Services. This makes our facility your one-stop testing resource — saving you time and money.

As you may have seen in our special July issue, the NGC Testing Services acoustical laboratory is now a participant in UL's Third Party Test Data Program (TPTDP). If your company is interested in UL Listing and UL follow-up services for acoustical products, you can complete new or UL follow-up acoustical product testing at NGC Testing Services without a UL witness being present. Under other arrangements, NGC Testing Services also provides UL-sponsored fire tests. Let me know if you would like more details: 716-873-9750 ext. 341; rjmenchetti@ngctestingservices.com

The following is a selection of tests we provide that are typically used to evaluate products for the Ceiling Panel and Ceiling System Industry and acoustical finish manufacturers:

Acoustical Testing

ASTM E 1414	Sound Attenuation between rooms sharing a common ceiling plenum (CAC)
ASTM E 1111	Interzone Attenuation of Open Office Components (AC)
ASTM C 423	Sound absorption by the reverberation room method (NRC) (ISO 354)

Fire Testing

ASTM E 84	Surface burning of building materials (NFPA 255, UL 723, UBC 8-1)
ASTM E 119	Full-scale floor-ceiling fire tests of building construction and materials (UL 263, UBC 7-1, NFPA 251, CAN -S101)
ASTM E 119	Pilot scale ceiling fire tests

Physical Testing

Seismic Testing	While not under our roof, SEESL/MCEER (University at Buffalo), whose seismic testing laboratory is one of the largest in North America, is within 15 minutes of the NGC Testing Services facility. For more details, contact Mark C. Pitman at the University at Buffalo: mpitman@buffalo.edu .
-----------------	--

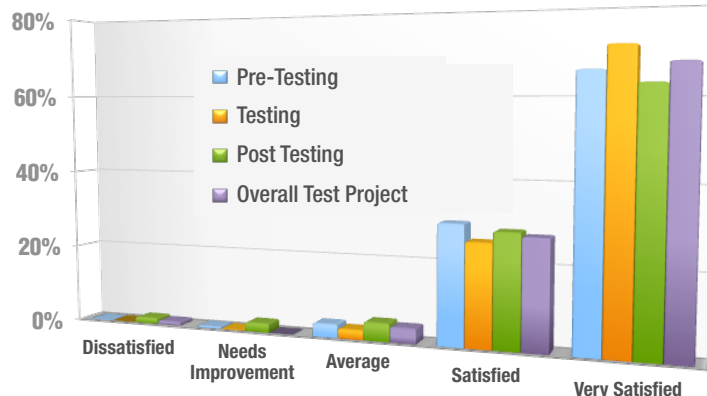


THE SURVEY SAYS...

Surveys are great tools to help us improve. We collect data in four main categories, relating to the stages of a test project, with multiple subcategories. We then break this data down, analyze it individually for each stage of a test project, and summarize it.

We have learned a lot from the ratings we have received. A vast majority of the ratings and written comments have been extremely positive, while a small percentage was not so positive. Although we know we are not perfect, some of the negative ratings relate to test results some do not want to hear. We take all of this information, the good and the bad, seriously to identify where we can improve and provide you with even better service. We have implemented changes — adding staff in certain areas and procedural changes — based on these survey responses.

Response (% of Total) per Category



The summary graph of responses (above) appears to overwhelmingly give us “Satisfied” or “Very Satisfied” ratings. Also, our clients have told us, through these surveys, that 99.995% of them will test with us again and would recommend our laboratory to others. We are proud of these results. And, as always, we thank you for your business.

DID YOU KNOW?

We thought it might be interesting to total the number of selected tests we’ve conducted to date. (As you will see, we are not new to this “testing business.”) Of course, these numbers increase every day — even as you read this. Note: There may be a quiz on this and other facts we publish in a future *Testing Services Update*:

Fire Testing:

Horizontal Fire Tests:	819
(ASTM E 119, Floor-Ceilings, Roofs, Penetrations, etc.)	
Vertical Fire Tests:	2,003
(ASTM E 119, Partitions, Windows, Doors, Penetrations, etc.)	
Flame Spread Tests:	12,316
Other Specialty Tests:	229

Acoustical Testing:

Floor-Ceiling (IIC, Delta IIC, STC):	2,657
Wall Tests (STC):	1,775
Sound Absorption Tests (NRC):	2,583
Ceiling Acoustical Tests (CAC, AC):	469
Other Specialty Tests:	53

Structural/Physical Testing: 2,400-plus

TOTAL: 25,304 tests and counting



We also calculated one additional large number that is somewhat related to testing activities here in Buffalo: the number of **chicken wings** consumed by our visiting clients, estimated at **15,844** and counting.

We are still working on adding up the beef on weeks.

Please stay in touch!

Send any e-mail changes or additions to info@ngctestingservices.com so you can continue to receive *NGC Testing Services Update*.

