

Comments	Response
Lunch provided was different from Holiday Inn lunch at the Yorkdale Holiday Inn where Understanding ISO 17025 course took place on January 2008.	Don't know if this is a good thing or a bad thing??
Would have been more appropriate to hold course in Etobicoke based on attendees.	Did not have any information on how many from which organisation might attend when rooms were booked – but anytime CALA does have such information at least one month beforehand, attempts are made to hold it closer to the majority of attendees.
Facility needed more sitting for number of people	Noted. Last-minute registrations did squeeze four people per table, when three would have been more comfortable. Will try and limit last minute registrations.
Fix quiz question 17 - awkward wording	Question 17 has been modified.
Would have liked more discussion and/or examples with direct cause and root cause, especially with end examples.	Noted. Time for this course is limited to one day of training. CALA training service staff are always available to members if questions come up after a course. CALA is a membership organisation.

Enjoyed the session, interactive and the style of delivery.