

1. IFCC C-STFT Questionnaire & Responses for IVD manufacturers on manufacturer processes when communicating new reference intervals

Question	Responses*
Do you have a formal process for communicating new RI's? [yes]	1, 4, 7, 8, 10, 12
If there is a change in RI, whom do you contact?	
Laboratories	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12
Laboratory Societies/IFCC Member Societies	NR
Physicians	11
Clinical Societies	6
Patients	NR
If there is a change in RI, which contact chain do you use contact?	
Headquarter > Laboratory/Customers	2, 5, 8, 10
Headquarter > National Subsidiary > Laboratory/other addressee	1, 3, 4, 6, 7, 9, 11,
If there is a change in RI, which "materials" do you use?	
Peer reviewed literature	4, 6, 9, 10
Bulletins/News letters	1, 3, 6, 7, 9, 10, 11, 12
Local meetings	5, 9
National meetings	6, 9, 10, 11
International meetings	4, 10
Intranet/Electronic updates	1, 5, 6, 9, 10, 11
Other: (i.e., customer mailing/information)	2, 5, 8, 9, 12
Do you assess client satisfaction about your information policy for new RI's?	
No	1, 2, 3, 4, 6, 8, 9, 10, 11, 12
Yes	5, 7

NR: No Response

*Responses received from the following manufacturers were received: BioMérieux, OCD, Tosoh TSEN, Tosoh JP, Roche, Diasorin, Abbott, Siemens, Maccura, Beckman, Fujirebio, Mindray

Responses are anonymized. Each number represents a manufacturer