



Manual for Clients, 2017



Testing Laboratory Services

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Testing Laboratory Management
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1 Introduction

The purpose of this Client Manual is to facilitate client orientation when ordering professional services provided by the laboratories of the Testing Division of Institut pro testování a certifikaci, a.s (Institute for Testing and Certification – ITC). Zlín - Louky. All information and important links to the website of ITC and other institutions essential for the performance of services are listed here, namely:

- scope of laboratory competencies,
- methods for ordering services,
- processes during their performance,
- summary of initial documentation,
- terms of payment,
- contact information for personnel responsible for the individual areas of testing.

2 Definitions

2.1 Basic Terms

Accredited testing laboratory

A testing laboratory for which the national accreditation authority has confirmed compliance with the requirements of ČSN EN ISO/IEC 17025 "General requirements for the competence of testing and calibration laboratories" by issuing a certificate of accreditation. The extent of this accreditation is defined by the annex to the Accreditation Certificate.

Entity authorized in accordance with Act No. 258/2000 Coll. on Protection of Public Health

An institution authorized by the National Health Institute (accredited by the Ministry of Health of the Czech Republic to perform authorizations) to examine the harmlessness of selected products pursuant to Act No. 258 Coll. on Protection of Public Health. The extent of this authorization is defined by the Certificate of Authorization and the annex to this certificate.

2.2 Abbreviations used

ATL- Accredited Testing Laboratory
CAI- Czech Accreditation Institute
ITC - Institute for Testing and Certification
NIPH - National Institute of Public Health
TL - Testing Laboratory

3 Scope of Services – Competencies of Laboratories of the Testing Division

3.1 Competencies of the Laboratory

Accreditation per ČSN EN ISO/IEC 17025

The laboratory is accredited by the CAI under the designation Accredited Testing Laboratory No. 1004. The scope of accredited tests is listed on the CAI website at www.cai.cz in the section "Lists of accredited subjects" and on the ITC website www.itczlin.cz in the section "Accreditation".

Authorization per Act No. 258/2000

This laboratory has been authorized by NIPH to perform authorized examinations for set D3 - products intended for contact with food. The scope of authorization tests is listed on the CAI website at <http://www.szu.cz/autorizace/program-autorizace> in the section "List of authorized laboratories" and on the ITC website www.itczlin.cz in the section "Authorizations".

Authorization to issue expert opinions

Based on a decision of the Ministry of Justice of the Czech Republic, the laboratory, as part of the ITC, is authorized to formulate expert opinions and consumer complaints. The authorization and scope of the services provided is listed on the ITC website at www.itczlin.cz in the section "SERVICES - Expert opinions".

3.2 Scope of Technical Activities

The testing laboratory offers its customers a wide range of activities and tests based on authorizations given to the laboratory - see article 3.1 Competencies of the Laboratory - and also responding to the needs and requirements of domestic and foreign customers from various areas of human activity (consumer, construction, and automotive industries, light industry, health care, etc.).

Testing is conducted in accordance with international and national norms (ISO, DIN, EN, ČSN, etc.), the customer's company norms (e.g. tests for the automotive industry), according to legislative requirements, the processes of national and international associations, and if applicable the laboratory is capable of adapting the service provide according to the requirements of the customer in the form of custom testing. The laboratory also offers a wide range of its own internal testing processes, in most cases accredited.

Detailed information about the full range of services provided can be found at the ITC website www.itczlin.cz in the section "SERVICES – Testing".

4 Procedure for Ordering Services

4.1 General

Interest in a service may be expressed in the following ways:

- in person
- by phone
- by e-mail
- by post

(see contact information listed in Article 7 or at <http://www.itczlin.cz/kontakty.php>)

4.2 Order

An order may be written or electronic, or in the form of verbal agreement when meeting in person.

To order services, the following information is required:

- customer designation (business name of the company, customer's name),
- exact address including postal code,
- name, telephone number, and e-mail address (if applicable) of the contact person,
- Company ID No., VAT No. for juridical persons,
- specification of technical services - required scope of technical work (testing, evaluation), specification of testing procedures, description and number of samples, other data necessary for specifying the services requested,
- requested output documents, including the requirement for their language variants (e.g. Testing Protocol of the Accredited Laboratory, ATTESTATION, etc.).

An order may be addressed to:

- Director of the Testing Division,
- Head of the relevant TL section of the Testing Division
- Worker – future leader of the given contract who has already entered into negotiations with the customer.

4.3 Reviewing an Order

From the ITC side, the resolver of the contract is responsible for all additional communication regarding the contract, including additional details about the contract such as the necessary quantity of samples, their collection, required technical documentation, and the price and term of resolving the contract. Each contract is identified on the ITC side using a unique contract number.

Contact information for key laboratory personnel is listed in Article 7 of this manual and on the ITC website <http://www.itczlin.cz/kontakty.php>

4.4 Determining Price and Date of Completion

The price and term of service completion are usually arranged after the information required to determine the scope of technical work is provided. The term cannot be shorter than the necessary technological period of sample conditioning and implementation of tests in accordance with the procedures agreed upon. If, in the course of the contract, the scope of work changes (such as implementation of supplementary tests, change of test conditions initiated by the customer, etc.), the price shall be increased commensurately by agreement with the customer.

4.5 Confirming Business Terms and Conditions of Cooperation

The business relationship between the customer and ITC is arranged according to the nature, complexity, and pricing of the relevant technical services/contract.

For simple contracts, a brief agreement is compiled by ITC in accordance with the Civil Code, as amended, which typically contains:

- the specification of the contracting parties
- the scope of agreed technical work including required output
- information about the price and terms of payment
- date of service completion
- general contractual conditions

Alternatively, a detailed agreement may be executed with the client in accordance with the Civil Code, as amended, containing the following:

- the specification of the contracting parties
- the scope of agreed technical work including required output
- information about the price and terms of payment
- date of service completion
- breach of contractual obligations and its consequences
- rules of withdrawal from the agreement
- other specific arrangements relevant for the given agreement

4.6 Payment Terms

Initiation of work is dependent on payment of an advance invoice usually amounting to 100% of the service price plus VAT per applicable legislation, provided that this advance invoice is contractually required. For smaller scale contracts and long-term clients with good payment history, a deposit is typically not required.

Work on the contract is completed with the issue of an output document (DUZP) and subsequently an invoice with a payment period of 14 days from the date of issue, unless agreed otherwise. An invoice contains the particulars of a tax document per section 12 of Act No. 235/2004 Coll., as amended, and refers to the corresponding order number.

5 Procedure for Performing Technical Services

The initiation of work is dependent on approval of the agreement, and delivery of test samples and any applicable documentation.

In the event that the progress of testing reveals non-compliance or other non-standard progress, the customer is informed immediately, work on the contract may be suspended, and next steps are consulted with the customer.

Upon completing all work, the appropriate output document is issued, whose handover may be completed in the following ways:

- as registered mail
- in person with confirmation of receipt
- electronically in PDF format either in the form of a scan of the final document or in an electronically signed PDF version

6 Documents Issued

The output documents of the TL are typically issued in the Czech or English language according to customer request. Documents may also be issued in different languages by customer request. Additional requirements, the form, and the content of the resulting document may be refined during the course of the contract.

Summary of documents issued

- **accredited laboratory test report** - with reference to the laboratory accreditation per ČSN EN ISO/IEC 17025. International agreements on mutual acknowledgement of results of compliance assessments as part of the EA MLA and ILAC MRA shall apply to this document.
- **Test report** - contains the non-accredited test processes or processes from the scope of accreditation, but in this case the agreement for mutual acknowledgement of the results of compliance testing as part of EA MLA and ILAC MRA shall not apply.
- **Atest** - a document that is always issued on the basis of the issued testing protocol (accredited or not accredited), specifying test results or an expert opinion on test results in relation to the given technical specification, presented in a comprehensive and graphically attractive way, which makes it suitable especially for marketing presentations of these results.
- **Protocol on Authorised Examination** - for activities pursuant to Act No. 258/2000 on Protection of Public Health, with reference to the laboratory authorisation pursuant to this Act.
- **Report** - a technical text usually containing a theoretical section, experimental section, results, and conclusion. Mostly this method of presentation is used wherever it is necessary to state the wider context of testing, results, and analyses.
- **Professional Opinion** – a document issued as an expertise service for citizens and other entities, does not serve the needs of state authorities
- **Expert Opinion** - this document is issued as an expert service for citizens and for other entities, does not serve the needs of state authorities.

7 Contacts

Contact information for ITC personnel responsible for addressing the given issues is listed on the websites <http://www.itczlin.cz/kontakty.php> or for the individual areas of services provided at the address <http://www.itczlin.cz/testovani-vyrobky.php>.

The table below contains contacts information for the heads of the individual sections of the testing laboratory separated by the character or subject of testing.

Name	Scope of Activity	Telephone / Mobile	e-mail
Jiří Samsoněk, Ing., Ph.D.	Director of the Testing Division and Head of the Testing Laboratory	577 601 272 / 603 101 139	testing@itczlin.cz
Ing. Lenka Velísková	Quality Manager of the Testing Laboratory	577 601 530 / 608 741 590	lveliskova@itczlin.cz
Ing. Věra Vilímková	Head of the Laboratory of Analytical Chemistry and Microbiology	577 601 634 / 734 161 144	analyt@itczlin.cz
Beata Frydrychová, MUDr.	Deputy Head of the Laboratory of Microbiology	577 601 276	mikrobiologie@itczlin.cz
Roman Dlabaja, Mgr., Ph.D.	Head of the Laboratory of Physics	572 779 904	tubes@itczlin.cz
Irena Látalová Ing.	Head of the Laboratory of Textile Materials and Products	577 601 268	ilatalova@itczlin.cz
Marie Ordeltová, Ing.	Head of the Laboratory of Footwear and Personal Protective Equipment	577 523 657 / 603 565 751	mordeltova@itczlin.cz

Name	Scope of Activity	Telephone / Mobile	e-mail
Jiří Růžicka, Ing.	Head of the Laboratory of Construction Materials and Products	572 779 901 / 737 203 195	jruzicka@itczlin.cz