



# NQAC

Nestlé  
Quality Assurance Center

## Service Level Agreement

These are the main points that constitute a Service Level Agreement between Nestle Quality Assurance Centre Nunspeet and our Customers.

### **Contact details:**

Address: Laan 106  
NL-8071 JC Nunspeet  
The Netherlands  
Phone: +31 (0)341 277 324  
Email: [NQACNunspeet.Customerservice@nl.nestle.com](mailto:NQACNunspeet.Customerservice@nl.nestle.com)  
Intranet site: [NQAC Nunspeet Intranet Site](#)  
Website: <https://www.nqaclabs.com/nunspeet>

### **Analyses request**

There are 4 options to request analytical services. This must be done prior to send the samples to NQAC Nunspeet:

1. Globe LIMS (Only Nestlé internal, where possible)
2. NesTMS (where access is available)
3. For customers who cannot use the above listed options 1 or 2, use of commercial portal to submit samples is preferred and can be found: <https://www.nqaclabs.com/nunspeet>
4. Other option is to use the NQAC Nunspeet Analytical Request Form (ARF) for This ARF must be sent be email to [NQACNunspeet.Customerservice@nl.nestle.com](mailto:NQACNunspeet.Customerservice@nl.nestle.com) and [RL.Domestic@nl.nestle.com](mailto:RL.Domestic@nl.nestle.com). A paper copy of the ARF must be included with the sample shipment.

Samples without the correct submission information or other errors, will not be registered until the correct information is provided

Customer service will contact the customer as soon as possible to solve any issue. When NQAC Nunspeet doesn't receive a reply from the customer within 1 week, samples will be discarded.

### **Condition of samples**

On arrival, the conditions of the samples on arrival will be checked on:

- ✓ Identification of the samples e.g., sample number, product description, batch, etc.
- ✓ Suitable packaging; not damaged. **Please use plastic containers, no plastic bags or glass containers.**
- ✓ Temperature control appropriate to the samples received e.g., ice packs for cooled and frozen samples in an insulated box. Dry ice can also be used for frozen products.
- ✓ If the quantity of samples / sample material received is sufficient to perform the requested analysis.

In case we conclude that a sample is not suitable to be analyzed, the customer will be informed.

### **Requirements of samples from non-EU Customers**

There are strict legal requirements to importing products containing protein of animal origin (mainly milk / meat protein) to the EU.

All details are prescribed in the document "Requirements for shipment of samples by non-EU customers", available on Website and Intranet site or a copy can be provided by Customer Service.

### **Analytical Methods and Price List**

A list of the analytical methods and relevant prices is available on the NQAC Nunspeet Intranet page or directly from Customer service on request.

For any test not listed in the price list please contact Customer service for advice.

Information related to the analytical methods such as Scope of Accreditation and method performance characteristics can be found on the NQAC Nunspeet Intranet and Website page or can be provided by Customer service on request.

A copy of our ISO17025 accreditation certificate is available on the Intranet site page or at Customer service on request.

### **Sample Turn Around Time (TAT)**

The TAT per analysis can be found on the NQAC Nunspeet Pricelist

Samples (Globe and NesTMS) will be registered on the day of receipt at the laboratory Monday through to Friday when received before 14:00 local time. Samples received after 14:00 will be registered the next working day latest.

Samples submitted by Commercial Portal or Analytical Request Form (non-Globe) will be registered the next working day latest.

After sample registration, an acknowledgement report will be sent confirming receipt of the sample. In this report, you can find the expected due date and the requested parameters are listed. Please check this carefully.

### **Sample Retention**

After completing all the analyses, samples will be kept for at least three (3) weeks.

### **Archiving of Data**

NQAC Nunspeet archives all analytical data for 5 years after testing is complete. Copies of relevant analytical data will be provided at the customer's request.

### **Confidentiality**

All services, analyses and reports are provided to customers on a confidential basis. No references to the services, the analyses, the results, NQAC Nunspeet or Nestlé NL in any form of advertising, news release or other public announcement may be made without prior written authorisation from NQAC Nunspeet.

### **Special Request**

Extremely urgent analyses, special analytical requirements and other types of analyses can be accepted after consultation.

Please contact NQAC Nunspeet Customer service to discuss your requirements prior to sending samples.

### **Analytical methods**

Exceptionally, we can decide to use another method to analyze the requested parameter in the sample. We do not ask for permission each time we use a different analytical method, but you will be informed by indicating this on the analytical report or we refer to the outsource laboratory with a remark in SAP.

### **Outsourcing**

In general, NQAC Nunspeet carries out all the analyses requested, except for the analysis outsourced as listed on our pricelist. However, there are instances when analyses could be sent to our back up laboratories e.g. overload of work or breakdown of equipment.

We do not ask for permission each time analyses are outsourced but this will be indicated in the analytical report, we refer to the outsource laboratory with a remark in SAP(Globe/NesTMS) or on the report (Commercial Portal or Analytical Request Form).

This will have no impact on the cost and should have no or limited impact on the TAT. We will inform you in case it does impact the TAT significantly.

**Reporting of results**

Analysis results will be transmitted through GLOBE LIMS or NesTMS system where available and through a report in PDF format for non-GLOBE customers. Reports in pdf format can also be provided to GLOBE or NesTMS customers upon request.

Results are reported as ‘Out of Spec’ if the result is outside the limits provided by the customer. This does not consider the Measurement Uncertainty of the method.

If you require any specific reporting needs, please contact NQAC Nunspeet Customer service to discuss your requirements.

**Invoicing**

All costs will be charged via a monthly invoice (for all completed samples) using details (contact names, purchase order numbers) as provided by the customer or through the ICOFORM process. Invoices will cover the samples reported in previous calendar month.

**Liability**

NQAC Nunspeet undertakes to provide or to cause the Services to be provided meeting high standards of professional workmanship and only to employ or cause personnel suitably qualified to be employed to meet such standards.

NQAC Nunspeet shall not be liable for any loss, expense, damage, or the like suffered by Participant unless the latter has proven gross negligence or wrongful intent on the part of Service Provider or any of its contractors.

Customer: NQAC Nunspeet

Signature: Signature:

Signed by: Signed by:  
Title: Title: