



SERVICES OF THE ACCREDITED TESTING LABORATORY No. 1004



MANUAL FOR CLIENTS



INSTITUTE FOR TESTING AND CERTIFICATION, Inc.

WWW.ITCZLIN.CZ



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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 Institute for Testing and Certification (hereinafter referred to as only „ITC“). In this Client Manual client can find 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,
- contact information for personnel responsible for the individual areas of testing.

2. DEFINITIONS

2.1 General 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 Used Abbreviations

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

Laboratory is accredited by the CAI under the designation Accredited Testing Laboratory No. 1004.

The scope of accredited tests is listed on:

- CAI website www.cai.cz – *section Lists of accredited subjects*
- ITC website www.itczlin.cz - *section Accreditation*

Authorization per Act No. 258/2000

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:

- NIPH website www.szu.cz - *section List of authorized laboratories*
- ITC website <http://www.itczlin.cz> - *section Notification*

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 in the section [SERVICES – Testing](#).

4. APPLICATION

The application should include this information:

- 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.).

The application may be delivered in person, by post or email 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.

Contact information for key person is on the ITC website www.itczlin.cz

Laboratory of Analytical Chemistry	www.itczlin.cz/en/laboratory-analytical-chemistry
Microbiology	www.itczlin.cz/en/microbiology-laboratory
Physical Testing Laboratory	www.itczlin.cz/en/physical-testing-laboratory
Fire laboratory	www.itczlin.cz/en/fire-laboratory
Laboratory of defectoscopy	www.itczlin.cz/en/laboratory-of-defectoscopy
Construction Laboratory	www.itczlin.cz/en/construction-laboratory
Bitumen testing laboratory	www.itczlin.cz/en/bitumen-testing-laboratory
Laboratory for Textile Materials and Products	www.itczlin.cz/en/testing-laboratory-textile
Laboratory of Footwear and PPE	www.itczlin.cz/en/PPE

5. APPLICATION REVIEW

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.

6. DETERMINATION OF THE PRICE AND DELIVERY DATE

The service price and delivery date are usually calculated after providing all the details necessary for specification of the range of expert works – such as test samples and technical documentation.

The term can't be shorter than the necessary technological period of sample conditioning and implementation of tests in accordance with the procedures agreed upon. If 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.

7. CONFIRMING BUSINESS TERMS AND CONDITIONS OF COOPERATION

The business relationship between the customer and ITC is arranged according to the demandingness and price level of the service – order.

In case of the orders contracts containing the following details are concluded with the clients:

- the specification of contracting parties
- the extent of the agreed work activities
- the information about the price and payment terms
- the dates for the test implementation with the issuing of the test report

8. PROCEDURE FOR PERFORMING TECHNICAL SERVICES

The beginning of the testing is conditioned by the mutual written approval of the contract, and submission of test samples or possibly the necessary documentation.

If the testing shows nonconformities or a different non-standard behavior occurs, the customer is immediately informed, the work on the job is stopped and further steps are thoroughly discussed with the customer.

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

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

9. 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 Authorized Examination** - for activities pursuant to Act No. 258/2000 on Protection of Public Health, with reference to the laboratory authorization 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.