

## Information on submitting samples for chemical and microbiological analysis

### NEW CUSTOMER

If you would like to have samples tested at Qlip B.V., you will need an account code. You can request an account code from the Qlip Sales & Marketing department at [+31\(0\)88-7547199](tel:+31(0)88-7547199) or [sales@qlip.nl](mailto:sales@qlip.nl). You will also receive a starter pack containing all of the information and materials you need to submit your samples.

### SAMPLES

#### Sample units and quantities

When requesting both microbiological and chemical analysis of liquid samples, you will need to submit two separate sample units. The microbiology sample should have been collected and packaged under sterile conditions.

Your request should state the correct matrix and sampling date. Optionally, you can also add your own reference and the production date.

As a guideline, the quantity of sample material required is 200 g. For microbiology, a larger quantity of sample material may be required if this is necessary for the expression unit (e.g. absence in 300 g). If you have less than 200 g of sample material available, we may be able to perform individual analyses using less material. To discuss this, please contact our laboratory at [+31\(0\)88-7547097](tel:+31(0)88-7547097) or [QCMLab@qlip.nl](mailto:QCMLab@qlip.nl).

Exceptions to the above guideline of 200 g for physical or chemical analysis are:

Cheese for composition analysis:	500 g (block, grated, etc.)
Dioxins and furans:	1,000 g
Radioactivity:	2,000 g
Natamycin in cheese:	separate sample unit of 500 g
Phosphate in cheese:	separate sample unit of 500 g

Sampling for cheese composition analysis is subject to specific guidelines. If you are not familiar with these, please contact our laboratory at [+31\(0\)88-7547097](tel:+31(0)88-7547097) or [QCMLab@qlip.nl](mailto:QCMLab@qlip.nl).

### Subsamples

To guarantee the quality of test results, you should submit a separate sample unit for the following chemical analyses in liquid products:

- FTIR, Fat Content RG, Freezing Point and pH

For example, if you require a combination of all four tests above, you should submit four subsamples. Please combine subsamples into one submission. If we receive no or insufficient subsamples, an indicative result will be reported. Please indicate how many subsamples you are actually submitting. In this case we will charge a single pre-processing fee.

### Preserving samples

If adding preservatives, please note that these may affect the test results.

Before choosing a preservative, therefore, please contact our laboratory at +31(0)88-7547097 or [QCMLab@qlip.nl](mailto:QCMLab@qlip.nl). We can then consult with you in order to find the ideal solution.

### Shipping conditions

Samples should be submitted in the correct manner with regard to age, temperature, packaging and any preservatives used (see section on “Preserving samples”). As a general rule, liquid samples and soft cheese should be submitted chilled (in insulated packaging). Guidance on storage, transport and sampling is given in ISO 707.

## **SUBMISSION OF SAMPLES**

### Sampling and submission by Qlip

Our sample collectors can take samples on site anywhere in the Netherlands. Examples include samples for cheese composition analysis or environmental investigations in connection with hygiene legislation. To discuss this, please contact our Sales & Marketing department at +31(0)88-7547199 or [sales@qlip.nl](mailto:sales@qlip.nl).

### Sampling and submission by customer

Of course, you can also submit samples yourself or outsource sampling to a third party.

Qlip QCMLab is open to receive samples every weekday from 8:00 to 17:00.

Qlip B.V.  
Monsterkamer QCMLab  
Oostzeestraat 2a  
7202 CM Zutphen, the Netherlands

## REPORTING TIMES

<b>Microbiology</b> Working days: Mon-Tue-Wed-Thu-Fri-Sat <sup>#</sup>	<b>Chemistry</b> Working days: Mon-Tue-Wed-Thu-Fri
<b>Standard: max* 5 working days</b> (based on 80/20 rule)	<b>Standard: max* 10 working days</b> (based on 80/20 rule)
<b>Exceptions:</b> - Gas-forming salt-tolerant micro-organisms: 15 working days - Sterility: 15 working days	<b>Exceptions:</b> - Routine cheese composition analysis: 1 working day - Dioxin testing: 20 working days

\* Subject to retesting

# Testing on Saturdays should be coordinated in good time with our laboratory.

For detailed information on reporting times, please contact our Sales & Marketing department at +31(0)88-7547199 or [sales@qlip.nl](mailto:sales@qlip.nl).

## OTHER

### Urgent testing

If you have specific wishes with regard to reporting times, we may be able to agree an earlier reporting date. To discuss this, please contact our Sales & Marketing department at [+31\(0\)88-7547199](tel:+31887547199) or [sales@qlip.nl](mailto:sales@qlip.nl). A feasible reporting deadline will be agreed in consultation with the testing laboratory. Costs will be charged for this.

### Testing on a project basis

For analyses not offered in our standard package, it is sometimes possible to have tests carried out on a project basis.

To discuss this, please contact our Sales & Marketing department at [+31\(0\)88-7547199](tel:+31887547199) or [sales@qlip.nl](mailto:sales@qlip.nl).

### Q-portal

Qlip has a web-based system for sample registration and processing of results. For you as a customer, we have developed a program which you can use to register your samples and associated tests online. You can then follow the sample through tracking and tracing. Once an analysis has been carried out, you can see the results immediately. When all of the analyses have been completed, you will receive a test report showing all results for the order in question.