



# Service packages

## Calibration products & support

Our service packages ensure optimal assurance and performance of your (FT)(N)IR instruments through the constant support of Qlip's experts, saving you valuable time and taking away the worries.

We offer a fitting service package for your specific situation!

### Your benefits:

- ✓ Indisputable & fast analysis results
- ✓ Optimal yield of raw materials
- ✓ Efficient control of production process
- ✓ Accurate monitoring and more effective product standardisation
- ✓ High-quality end products



#### STARTER

##### STARTER PACKAGE

- Starting a new instrument
- Starting a new plant
- No previous experience



#### PROFESSIONAL

##### BASIC

- Replacing an instrument
- Securing analysis results and processes
- New / changed products
- Staff training
- Taking care of critical issues



#### EXPERT

##### ADVANCED

- Achieving maximum results
- Profiting from optimal assurance
- New / changed products
- Complete full-service solution

Get in touch with us!



✉ info@qlip.nl

☎ +31 (0)88-7547199

🌐 www.qlip.com



## STARTER

### STARTER PACKAGE

Starter training	2-monthly evaluation
Implementation / Making instrument ready for use	Mapping production process
Calibration of instrument on-site (1 day) *	Standard Operating Procedure set-up
Operator training *	Determining correct calibration ranges and interval **
RDQ-Tool (online dashboard) *	Determining correct control samples and interval **
RDQ-Support *	Determining correct proficiency testing **

\* Excl. travel and accommodation costs

\*\* Packages at product level: Cheese / Powder (milk / whey) / Raw milk / Whey



## PROFESSIONAL



## EXPERT

	BASIC	BASIC <sup>+</sup>	ADVANCED	ADVANCED <sup>+</sup>
Operator training *		✓	✓	✓
IR training *			✓	✓
Calibration training *				✓
On-site calibration (days per year) *	1	1	2	4
RDQ-Tool (online dashboard)	✓	✓	✓	✓
RDQ-Support		✓	✓	✓
Assurance evaluation (1x per year)	✓	✓	✓	✓
Validation / Limit setting	Customised	Customised	Customised	Customised
Standard Operating Procedure set-up			✓	✓
Telephone / e-mail support (hours per year)	4	8	12	16
Calibration series **	Customised	Customised	Customised	Customised
Control samples **	Customised	Customised	Customised	Customised
Proficiency testing **	Customised	Customised	Customised	Customised

\* Excl. travel and accommodation costs

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Making sure you can truly rely on the analysis results and performance of your instruments.