ILRI BIOSCIENCE FACILITY SERVICE CHARTER

Vision: A world where all people have access to enough food and livelihood options to fulfill their potential through provision of state-of-the-art bioscience facilities for use by agricultural scientists.

Mission: To contribute towards improving food, nutritional security and to reduce poverty in developing countries by providing shared modern bioscience applications to enable research, capacity building and research-related services.

The ILRI Bioscience facility strives to offer our customers excellence as guaranteed by adhering to stringent professional practices throughout the services provided.

Laboratory Quality objectives:

1. Provide reliable, quality and competitive laboratory services.
2. Maintain an efficient and effective Quality Assurance System through implementation of the principles of good laboratory quality management systems, to ensure continuous laboratory improvement.
3. Endeavor to consistently provide customer value and satisfaction of services through communication with clients.
4. Ensure compliance with relevant customer, statutory and regulatory requirements.

Core Values

Respectful:

We endeavor to;

- Understand customer needs in an effort to ensure customer requirements and satisfaction

Responsible:

We endeavor to;

- Provide high quality testing services by adhering to international standards and quality objectives
- Be committed to quality and customer requirements hence providing a highly valuable and flexible service.

Responsive:

We endeavor to;

- Continuously explore innovative techniques to improve and adopt technologies that meet client requirements including, measurement accuracy, cost reduction and reduced turn-around time.
- Ensure continuous laboratory improvement through customer feedback, review and actions and client follow-up

Services offered:

Service	Our commitment	Timelines	Applicable fee	Expectation from stakeholders
Laboratory space • Biosafety Level 1 and 2 facilities. • Plant growth facilities-growth rooms, growth chambers, glass houses and screen house • BSL2 Milling room	To provide a safe and conducive laboratory working environment compliant with ILRI EOHS guidelines	3 days	Charged per Full-time equivalent (FTE). Pro-rated to minimum one week	Provide specific requirements to enable prompt communications with relevant departments/units
Capacity building • Training on request	To provide hands-on training meeting client expectations	28 days	Dependent on nature of training	Advance communication of specific needs
Food safety analysis • Aflatoxins (B1, B2, G1, G2) in food and feed stuff[1]	To provide accurate results within the agreed timelines	21 days	Refer to the approved analysis costs	Communicate specific needs to MycNutplatform@cgiar.org

[1] Service accredited by KENAS ISO17025:2017.

Patron: Professor Peter C Doherty AC, FAA, FRS
Animal scientist, Nobel Prize Laureate for Physiology or Medicine–1996

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ILRI has offices in East Africa • South Asia • Southeast and East Asia • Southern Africa • West Africa

Service	Our commitment	Timelines	Applicable fee	Expectation from stakeholders
• Acrylamide in wheat and potato based fried and baked products • Multi mycotoxins in food and feed stuff • Multi-residue veterinary drug and pesticide analysis	To provide accurate results within the agreed timelines	21 days	for the specific year	
Nutrition analysis • Determination of proximate composition in raw and processed food and feed products. • Analysis of inorganic elements (Fe, Zn, Mg, Co, Ca, K, Na, P, Mn) in various plant matrices • Profiling of amino acid composition in food and feed.	To provide accurate results within the agreed timelines.	21 days	Refer to the approved analysis costs for the specific year	Communicate specific needs to MycNutplatform@cgiar.org

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Service	Our commitment	Timelines	Applicable fee	Expectation from stakeholders
• Profiling of isoflavones in soy-based foods and supplements • Profiling of sugars and vitamins in food • Profiling of fatty acid composition inn food and feed • Determination of nutritional and antinutritional phytochemicals in food and feed e.g. phenolics, flavonoids, antioxidant activity, tannins, oxalates, phytates etc. • Determination of the various proximate in raw and processed milk (fat, protein, lactose, total solids, solids not fat (SnF), freezing point	To provide accurate results within the agreed timelines	21 days	Refer to the approved analysis costs for the specific year	Communicate specific needs to MycNutplatform@cgiar.org

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depression (FPD), total acidity, density, free fatty acids (FFA), citric acids, casein, urea, sucrose, glucose, fructose, galactose)			Refer to the approved analysis costs for the specific year	Communicate specific needs to MycNutplatform@cgiar.org
Others • Untargeted GC-MS and UPLC-MS metabolite profiling • Targeted UPLC-MS/MS metabolite quantification	To provide accurate results within the agreed timelines	28 days	Dependent on nature of metabolite profiling required	Communicate specific needs to MycNutplatform@cgiar.org
Technical support • Data analysis • Permit applications to facilitate sample shipment	Timely facilitation	21 days	Variable. As per ILRI Environment Occupational	Provide specific needs

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Service	Our commitment	Timelines	Applicable fee	Expectation from stakeholders
• Advice on sample prep prior to shipment.			Health and Safety guideline. Free	
Feedback on customer enquiries and other correspondecnce	1.1 Calls 1.2 Visitors 1.3 Email 1.4 Post/ Courier/Dropin 1.5 Social media	Within 3 working days	Free	• Call from the customer • Visit by the customer • Official email correspondence • Written enquiry

Mycotoxin and Nutrition platform is committed to delivering quality customer service with no discrimination or prejudice to all stakeholders. Any service that does not conform to the above standard should be reported to ILRIBiosciencesFacilities@cgiar.org

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