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Quality Management System – Policy and Programme Support Section					
REQUESTS AND CONTRACTS					

1. PURPOSE

To establish a procedure that enables the testing laboratory, as a supplier, to reach an understanding with in-House customers about their requirements in terms of technical solutions, time frames and costs.

2. SCOPE

This procedure applies to all services, which the testing laboratory is delivering according to the requirement of the Agency's statute to the requesting Departments of the Agency.

There will be no radiation monitoring service provided by the testing laboratory to customers, who are not part of the organizational structure of the IAEA.

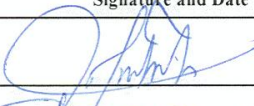

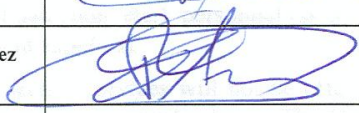

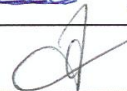
3. RESPONSIBILITIES

Section Head

- To inform the customer in cases where the denial of a request is a managerial decision.
- To approve the final version of Service Agreements with the different Departments/Divisions of the Agency
- To get, if needed, the signature of higher management on these Service Agreements.

Unit Head

- To assist the Section Head in the evaluation of processes that need to be included into the Service Agreement.

	Function	Name	Signature and Date
Authorized	Section Head	K. Mrabit	 2006-12-13
Approved	Unit Head	Pascal Deboodt	 07-11-06
Approved	Individual Monitoring Service Group Leader	R. Cruz-Suarez	 1-11-06
Approved	Workplace Monitoring Service Group Leader	Pascal Deboodt (acting)	 1-11-06
Registered	Quality Manager	J. Zeger	 31 October 2006

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Service Group Leader

- To develop or group processes for the services requested or needed by the Departments.
- To save all relevant documentation during this process
- To supply documentation of denied requests to the Quality Manager
- To inform the customer of the outcome of the request review if it is not of a managerial nature

Quality Manager

- To keep the records of denied requests for further evaluation.

4. DESCRIPTION

Any service to be rendered by the testing laboratory shall be based on the requirements of the statute of the Agency and on the technical proficiency of involved staff:

“6. To establish or adopt, in consultation and, where appropriate, in collaboration with the competent organs of the United Nations and with the specialized agencies concerned, standards of safety for protection of health and minimization of danger to life and property (including such standards for labour conditions), and to provide for the application of these standards to its own operation as well as to the operations making use of materials, services, equipment, facilities, and information made available by the Agency or at its request or under its control or supervision; and to provide for the application of these standards, at the request of the parties, to operations under any bilateral or multilateral arrangements, or, at the request of a State, to any of that State's activities in the field of atomic energy;”

Basic services of individual monitoring to the Agency Departments, which cover the requirements formulated in the Radiation Protection Rules and Procedures of the Agency (Part X of the Administrative Manual), are developed and validated by the testing laboratory, if necessary in cooperation with the Agency's regulator. These services are then offered to the Departments via the RMPS Service Desk system of web-based application for a service of individual monitoring.

The requests for other services for the different Departments of the Agency (workplace monitoring, incidence and emergency support, waste collection and monitoring, etc.) is formulated in cooperation with the responsible person or persons of the Department/Division requesting the service and the management of the testing laboratory. The Unit Head of ORPU, in cooperation with the Service Group Leaders discusses the technical possibilities for the services and appoints one of the Service Group Leaders to draft the Service Agreement.

The request shall be formulated having the capability of the testing laboratory in mind. The appointed Service Group Leader can use the checklist CL-02-OP-01 to evaluate the necessary services in terms of technical requirements (method, accuracy, limits of detection, etc.), personnel (skills and expertise) and time frame (availability of personnel, equipment and supplies).

If this evaluation leads to a negative answer, the respective services will not be offered, as it is the policy of the testing laboratory not to use subcontracting on a regular basis. The Unit Head, shall inform the customer in writing that the request has to be rejected. The Service Group Leader must send a record of the evaluation to the Quality Manager for archiving.

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If the evaluation is positive, the customer shall be informed as appropriate by the internal rules of information exchange within the Agency about the method(s) to be used to meet the request. Additionally, this information shall include all material necessary for the customer to evaluate the proposed contract (e.g.: method, monitoring technique, evaluation method of data, frequency of service, required information inputs by the customer, timeline, etc.).

Should the customer reject the contract in the proposed form, the Service Group Leader shall seek technical alternatives. Should there be no possible alternative and the customer refuses the solutions offered, the Service Group Leader shall inform the Section Head via the Unit Head, who will inform the customer in writing that the request has to be rejected. The Service Group Leader shall convey a record of the evaluation to the Quality Manager for archiving.

In a case of rejection of parts of the contract, the Service Group Leader shall consult the Unit Head and the Section Head and explore other avenues within Agency management to solve the problem. Should this not be possible, the Service Group Leader shall inform the Section Head via the Unit Head, who will inform the customer in writing that the request has to be rejected. The Service Group Leader shall send a record of the evaluation to the Quality Manager for archiving.

As soon as the contract is accepted by the customer, the contract is established and work may start accordingly.

The record of a positive evaluation stays with the Service Group Leader responsible for the work to be performed.

5. RECORDS

Records of the evaluation process, including the customer's request, the checklist used for evaluation and any communication with the customer or Agency management for accepted contracts shall be kept by the respective Service Group Leader. Negative answers to requests shall be archived by the Quality Manager.