QIAGEN® Professional Services

Sample to Insight

QIAGEN

QIAGEN Professional Services was developed to help you optimize the performance of your laboratory. We strive to be a trusted partner to our customers, helping you ensure lab staff is professionally trained, regulatory and compliance requirements are met and instrument productivity is enhanced.

Services

- Installation
- Preventive Maintenance/Inspection
- IQ/OQ Service
- Application Training
- Validation Support Service
- LIMS Integration Service
- Instrument Relocation
- QIAlab Consulting

Installation Services

Facilitate the quick integration of QIAGEN automated systems and instruments into your lab workflow by minimizing the time of the startup phase. Services include:

1. Installation

- Setup of the instrument hardware
- Installation of the system software (if applicable)

2. Training

- Use of the instrument
- Demonstration of the software (if applicable)
- Routine maintenance (if applicable)
- Basic troubleshooting (if applicable)

3. Service documentation

- GMP/GLP-compliant Field Service document

The installation service includes labor and travel costs and cost of an installation kit (if applicable). Training is intended for a group of up to four laboratory staff.

Benefits:

- Shortening startup time
- Meeting customer requirements
- Maximizing productivity
- Supporting qualification of laboratory staff
- Improving patient satisfaction

Preventive Maintenance/Inspection

- The Preventive Maintenance (PM)/Inspection Service is an on-site equipment service, performed by a QIAGEN service specialist.
- Service covers all travel and labor costs plus all necessary parts to perform a PM/Inspection Service.
- All required testing materials and certified equipment are provided by the service specialist.
- During the PM/Inspection Service procedure, all relevant components of the equipment are inspected and tested to ensure the instrument is performing according to specification.
- The instrument is also thoroughly checked and inspected to determine if any additional parts are required for optimal performance of the instrument. An additional charge for such parts and service is made if needed.
- Test results are documented in a GMP/GLP-compliant visit report and accessible to the customer.
- Proactive planning of the next PM/Inspection Service due is organized by QIAGEN.

Benefits:

- Assuring accuracy of test results
- Meeting regulatory requirements
- Obtaining documentation for Quality Management System
- Maximizing productivity
- Improving equipment uptime
- Securing a maintenance schedule
- Improving patient satisfaction

Application Training

The Application Training service helps the customer to gain hands-on experience of assay applications on QIAGEN platforms and facilitates professional qualifications of laboratory staff.

Your needs are assessed before the application training. QIAGEN provides suitable hardware, software and/or application training based on established protocols.

The Application Training service includes:

Introduction	Application Training with real samples	Certification
Operation of the instrument system hardware	Preparation of sample material	The service is documented in accordance with GMP/GLP requirements:
Software use	Run preparation	● Checklist of detailed training procedures is provided.
Introduction to assay technology	Data acquisition	● Training certificates for participants can be issued upon request.
	Results analysis and interpretation of results	
	Hands-on training of assay and supervised training run	

Application Training is intended for a group of up to four laboratory staff. The service can be ordered as a follow-up after the first week of instrument experience or as refresher training every 2 or 3 years, according to the customer´s regulatory guidelines.

Note: The training procedures vary for platform and application types. For details, contact your local sales representative.

Benefits:

- Face-to-face interaction with experts
- Short startup time
- Professional qualification of laboratory staff
- Ensuring regulatory compliance
- Maximizing productivity
- Improving motivation of staff and patient satisfaction

Applied Testing Validation Service

The Applied Testing Validation service comprises an initial consultation by a QIAGEN application specialist followed by study and validation design. The service includes comprehensive documentation.

Applied Testing Validation Service Tier 1

- Approximately 3 days on site
- Initial consultation with business manager and QIAGEN application team
- Study and validation design by QIAGEN application team
- Provision of applicable validation guides
- Training by QIAGEN application team

Applied Testing Validation Service Tier 2

- Approximately 6 days on site
- Initial consultation by BM and QIAGEN application team
- Study and validation design by QIAGEN application team
- Provision of applicable validation guides
- Training by QIAGEN application team
- Wet-lab support to initiate the validation process

Applied Testing Validation Service Tier 3

- Approximately 12 days on site and 8 days off site
- Initial consultation by BM and application team
- Study and validation design by application team
- QIAGEN application team includes a project leader who monitors quality and milestones
- Provision of full validation plan
- Training by QIAGEN application team
- Wet-lab process performed/supported by application team
- Data analysis and interpretation
- Statistical evaluation and data review
- Provision of documentation including final validation report

Benefits:

- Meeting regulatory requirements
- Assuring accuracy of test results
- Supporting qualification of laboratory personnel
- Reducing time-to-validation by up to 50%

IQ/OQ Service

The Installation Qualification (IQ) and Operational Qualification (OQ) Service provides documented proof that the instrument was delivered and installed properly and its modules are working according to specifications.

The comprehensive documentation of tests proves that the instrument is operating correctly according to QIAGEN's specifications.

IQ and OQ are part of the validation process for regulatory compliance.

This service product cost includes the IQ/OQ handbook, the test and documentation service by a QIAGEN service specialist, and all travel costs.

IQ	OQ	IQ/OQ Summary
Verification of accessories and supplies	System setup	Declaration of conformity
Verification of user documents	Installation tests	Signatures
Verification of site requirements	Temperature tests	List of test equipment
Hardware installation	Test run	List of deviations
Software configuration	Qualification tests	Deviation report form
Installation qualification summary	Operational qualification summary	

When do you need IQ and/or OQ service?

- At time of installation
- After moving to another location or laboratory
- After adding new functions and/or new components
- After a major service intervention
- When equipment previously used for basic research is used in a regulated environment for the first time
- OQ on a periodic basis in accordance with an SOP

Benefits:

- Ensuring regulatory compliance
- Improving traceability
- Reducing in-house validation effort
- Shortening startup time
- Maximizing productivity
- Improving patient satisfaction

QIAlab Consulting

QIAlab initial consultation

- Identification of the overarching needs and goals of your lab
- Outline of a QIAGEN strategy to help you achieve your goals
- Introduction of continuous improvement and lean management techniques, focusing on optimizing waste and value streams while engaging all staff levels
- Review of examples using tools, such as spaghetti diagrams, visual management and value streams
- Discuss next steps, including the QIAlab 2-day workshop, its content and possibilities

QIAlab 2-day workshop

- Two days on-site workshop with a QIAGEN QIAlab Specialist
- Workflow assessment and identification of areas for improvement
- Hands-on practical application of strategies according to your predefined needs and workflow assessment results
- Presentation and discussion of the outcome of the workflow assessment

The QIAlab initial consultation is free of charge; the cost of the QIAlab 2-day workshop includes workflow analysis, presentation of results and travel costs.

Workflow Consulting general project examples

- Placement of new QIAGEN automation equipment/solutions and its integration into existing workflows
- New assays or parameters introduced on QIAGEN automation
- Optimizing existing instrument usage

Benefits:

- Assuring accuracy of test results
- Meeting regulatory requirements
- Obtaining documentation for Quality Management System
- Maximizing productivity
- Improving equipment uptime
- Securing a maintenance schedule
- Improving patient satisfaction

Contact us

For more information about QIAGEN services visit **www.qiagen.com/instrument-services**

For up-to-date licensing information and product-specific disclaimers, see the respective QIAGEN kit handbook or user manual. QIAGEN kit handbooks and user manuals are available at **www.qiagen.com** or can be requested from QIAGEN Technical Services or your local distributor.
Not all services are available in all countries.

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