

Welcome Booklet



Welcome to Bipea!

You have chosen to join our Proficiency Testing Programs. We thank you for your trust!

We hope that our Proficiency Testing Schemes will fully meet your needs and requirements.

Please read this Welcome booklet carefully.

You will find here all practical information needed for your participation in the first PTS trial. This booklet can be downloaded, any time, on our website <http://www.bipea.org>.

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I. Participation in the first trial

1. Samples reception

You will receive very soon your first sample, which will be shipped by an express carrier. We have chosen to work with these international companies: TNT, Chronopost and UPS. Parcels are shipped to the attention of the “Samples Recipient” who is the person you have indicated in the registration form. The “Samples recipient” will also receive the tracking information by email. This email is sent by the express carrier.

Please make sure to inform your reception desk that you expect our delivery. Indeed, the parcel containing the sample should be transferred to you as soon as it arrives, as the samples are sent without any accompanying document. In order to find out the analysis requested, you must connect on our website (This point is detailed at point 2 of this booklet).

BIPEA Samples are shipped according to a schedule that you will receive by email. If you have not received it, please do not hesitate to contact our Sales Department (commercial@bipea.org).

2. Sample analysis

We draw your attention to the fact that our samples are sent without any document detailing analysis to be carried out.

Please connect to your “Member Area” on our website www.bipea.org as soon as you receive the test sample. As such, you access the online answer form and find the list of parameters to be analyzed.

Your “Member Area” can be reached by clicking on the « MEMBER AREA » button on top right on the welcome page.

It's essential for the person in charge of the analysis to access the answer form. Indeed, this form does not only display the list of parameters but contains other instructions such as samples preparation, if requested. Therefore, please connect before starting the analysis.

Moreover, in order to ensure traceability of shipment and analysis, it is mandatory to keep the identification number of the sample you analyze. Indeed this identification number is requested when you fill in your test results on the answer form. This way, we recreate the same conditions of analysis as during your routine analysis, when your customer sends a sample for analysis and requests to ensure traceability of its

results. Without the identification number, your test results will be reported in our PT report as “Not valid due to incoherence in traceability”.

We also advise not to discard the packaging before having validated your online form.

Your Bipea contact for all questions regarding samples shipment is:

Mr Ludovic PIROT: production@bipea.org, tel. 0033147339167.

3. Registration of test results

For the registration of your test results, please connect to your “Member Area” on our website www.bipea.org. Please note that you will need your confidential passwords. These passwords have been sent together with the welcome package. This welcome package was sent after your registration by express courier, to the attention of Laboratory Manager, as indicated on your registration form.

Upon registration, we grant each laboratory a « laboratory code ». This laboratory code remains unchanged whatever PTS you may join at BIPEA. This administrative code is made up of five digits.

You have received two passwords called « INPUT » and « VALIDATION » passwords.

In order to connect to your Member Area for the first time, you will need both your “laboratory” and “INPUT” passwords.

When designing our interface on the Internet, we have chosen to grant participating laboratories two passwords (« INPUT » and « VALIDATION »). This system is designed for improving your control on the access to the online forms.

Indeed, the « INPUT » password can be given to any person in charge of filling in the online form. The « VALIDATION » password should remain with the laboratory manager, who will send out the results, as registered on the form. This double validation system mimics the everyday work in place in your laboratory: test results are written down by technicians and the final results are approved (“signed”) by the laboratory manager. Using « VALIDATION » password, the laboratory manager also “signs” the results sent to BIPEA.

The results are sent to BIPEA exclusively using the online form available on your Member Area. This submission of test results should be made before the deadline. After the deadline, the forms disappear from the Member Area and cannot be reactivated. The respect of a deadline is a measure of the performance of a laboratory.

Please note that your answer forms for former trials are not available on your Member Area after deadline closure. We advise to print each form in order to keep a copy of the results registered.

In the document **FiAdh01**, you will find complementary information to know how to fill in the form. Please read it carefully.

Your contact for any question regarding connection problems to the Member Area is:

Mr Sébastien HENRI, shenri@bipea.org, tel. 0033147339168.

4. Interlaboratory comparison report

The interlaboratory comparison report is sent out to the email of the Laboratory Manager three weeks after reporting deadline, at latest. Your results are coded in the PT report using an EDITION CODE that was sent together with your other passwords after your registration. You can also find your EDITION CODE on-line. Please connect to your Member Area, and use your laboratory and VALIDATION passwords for finding your EDITION CODE.

In order to find back your results, you simply need to identify your EDITION CODE in the PT report. In our comparison reports, we publish the results of all participants, which are displayed using these EDITION codes. Doing as such, you can find out how other participants have been working, whilst confidentiality of test results is granted to all participants.

The Edition code is valid for one annual series. It is changed in August of each year, before the start of the next BIPEA PT program. You will be advised by mail when the change occurs.

You will find in the document **FiAdh04** a guide to read Interlaboratory Comparison Reports. This guide will help you during your first lectures of your results. Please read it carefully.

Your contact for any question about statistical results:

Mrs Anne TIRARD: statistiques@bipea.org, tel. 0033147339640.

II. Administrative information

After your registration, you will receive a welcome package containing information about participation at BIPEA. This package is sent by express courier to the “Laboratory Manager”, as indicated by you at your registration. Please make sure that this “laboratory Manager” be an operational person, as she/he will receive key information for the conduct of the PT tests:

1. Identification and confidentiality

The welcome package contains the following information:

- **Laboratory code or Member code (5 digits):** this administrative code helps identifying your laboratory in our correspondence or any contact with the BIPEA staff. It is granted at the first registration and is valid for life (it never changes!).
- **INPUT password "INPUTXXXX":** this password grants access to your Member area on our website www.bipea.org, where you will fill in your online results. This password can be transferred to the person in charge of data submission.
- **VALIDATION password "VALIDXXXX":** this password permits the validation and transmission of your test results to BIPEA. This password should be transmitted only to the person in charge of the validation of results forms.
- **Edition code (4 digits):** this code is needed for finding back your test results in the PT report. It ensures confidentiality and anonymity. It is changed once per year. The Edition code is changed in August, before the start of each annual series. You can check your new Edition code on your Member Area.

If needed, you can change your INPUT and VALIDATION passwords by visiting the Member Area. If not, those passwords will remain unchanged.

If you have lost your INPUT and VALIDATION passwords, they will be sent exclusively by postal mail to the Laboratory Manager. Those passwords cannot be communicated by mail, nor by telephone, for obvious security reasons.

Exceptionally, your INPUT password can be communicated by email as this password only gives you access to the online forms. This way you will be able to make your analysis as soon as you receive your samples.

In the document **FiAdh02** you will find the guide to modify your passwords.

It's important that these passwords are communicated only to the authorized persons.

If you lose your passwords, please let us know as soon as possible. Your passwords will be resent to the Laboratory Manager after reception of a written request (sent by email or fax).

Your contact for any question about your confidential passwords is: Sales Department, commercial@bipea.org, tel. 0033147335460.

2. Your participation and your contact details

In the welcome package, you will find your Member Information Form. This form lists all participations at BIPEA programmes such as the proficiency testing schemes/accuracy monitoring charts/technical agreements. You will also find the contact details of your laboratory, as registered in our data base.

Each laboratory can indicate three contacts.

- Samples Recipient
- Laboratory Manager
- Accountancy Manager

Please inform any modification of your contact details and help us keep our data base updated. This ensures optimal conditions for sample and mail reception!

Please note that BIPEA will always use the email address indicated under « Laboratory Manager » email address. Please make sure that this address is of a person who is in daily charge of results analyze.

Your contact for any question about modification of your details is: Sales Department, commercial@bipea.org, tel. 0033147335460.

III. Invoicing

The invoice is sent to the Accounts Manager by postal mail.

Please note that the Member Information Form (described at point II of this booklet) is not an invoice. We request payment after reception of the invoice. Please indicate the invoice number as reference to your payment.

We request to pay within 30 days after invoicing date. If the invoice is not paid, we reserve the right to stop samples shipment. You will be informed about this eventual decision by fax sent to the Laboratory Manager.

Obviously, we do not like to block any shipment to participating laboratory, therefore, please help us and arrange payment in time.

For any question about invoicing: comptabilite@bipea.org, tel. 0033147339641.

IV. Additional services

We propose additional services next to our PT programmes. These services can help diversify your internal tools for quality control:

1. External Reference Materials

External Reference Materials (ERM) are additional samples, prepared for regular proficiency tests. Those samples are called External Reference Materials according to the FD V 03-115 norm that defines materials with assigned values granted after PT participation.

As a Member of BIPEA, you can order E.R.M. of each PTS organised by BIPEA.

This service is exclusively dedicated to the Bipea Members. If you stop your participation, you will not be able to purchase ERM anymore.

In order to receive the price list and availability of ERM, please contact our Sales Department: commercial@bipea.org, tel. 0033147335460.

2. ERM Contract

You have the possibility to sign an ERM Contract if you wish to order a large number of ERM. You will then benefit from a special discount and you will avoid the desired samples to be out-of-stock at the date of order.

The ERM Contracts must be signed before the start of the manufacture of samples concerned by this contract. As samples are manufactured in advance, we advise to send your request well in advance in order to be sure that your request be taken into account. Usually, ERM Contracts are prepared in June for the next annual series. However we can study your request at any time of the annual series.

For more information about ERM Contract, please contact our Sales Department, commercial@bipea.org, tel. 0033147335460.

3. Accuracy Monitoring Charts

Accuracy Monitoring Charts are a PDF-file, which contains the following information, for each chosen criterion of a Proficiency Testing Scheme:

- Summary table of different parameters for chosen criterion at each trial,
- Time evolution graph, expressed as a Z-Score for the selected criterion,
- Legend and interpretation table.

The accuracy monitoring chart follows the accuracy of your results by presenting on graphics time deviations from the assigned values for a chosen criterion.

The major advantage of this system is that your follow-up is made by BIPEA, which is an independent third party.

Please contact our Sales Department for the price list of accuracy monitoring charts, commercial@bipea.org, tel. 0033147335460.

4. PTS Annual meetings

Each PTS is managed by a specialised committee. All participants of the PTS are invited to the annual meetings. During these encounters, participants have the opportunity to express their wishes and remarks with regard to the evolution of the PTS.

For any question about the PTS annual meetings, please contact the Scientific and Technical Department, scientifique@bipea.org, tel. 0033147339638.

5. Technical agreements

BIPEA is in charge of organization of technical controls on behalf of official organisms that deliver official agreements and authorizations.

For more information, please contact the Scientific and Technical Department, scientifique@bipea.org, tel. 0033147339638.

6. Personalized PT Schemes

Personalized PT Schemes are a high growing domain of our activity. These personalized PTS are organized upon request of a company, a group of laboratories, an inter-professional group or an industrial group in order to respond to their particular requests,

The aim of the personalized PT Schemes can be, for example:

- Quality control of a group of laboratories,
- Check and validation of test methods,

- Characterization of test methods (ISO 5725) : estimation of the accuracy of a test method in validation
- Statistical study of test results,
- Supply of internal reference materials,
- Manufacture of samples.

BIPEA provides the complete or partial organization of those proficiency testing schemes or can subcontract parts of your program:

- Supply of raw materials
- Manufacture of samples
- Shipment of samples
- Statistical analysis of your test results
- Publication of the results of the proficiency testing schemes.

By entrusting the realisation of a personalized PTS to BIPEA, you will be assured of full respect of your needs. You will benefit from our expertise in the organization and the design of your personalized interlaboratory comparisons

Each step can be handed over to BIPEA depending on your decision. All tailor-made ring tests, nature of samples, parameters to be analyzed, possibility of repetitions (with or without blind duplicates) and test methods are defined in close cooperation between you and Bipea Departments (production, scientific and technical, statistical treatment)

Once all elements of the inter-laboratory comparison are technically defined, the Director of Bipea will be able to determine the price of the work.

If you would like more details on these activities, please contact the Director of BIPEA, Bruno BERKEN, bberken@bipea.org

V. CONTACTS

Direction:

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Scientific and technical department:

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Tel. 0033 (0)1 47 33 96 38, emessineo@bipea.org

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Scientific and Technical Officer – Ms Marlène IMAMBAKAS

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Statistical treatment department:

Statistical Treatment Manager – Mrs Anne TIRARD

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Accounts department:

Accountant – Mrs Myriam CARLOS

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Production and shipment department:

Production and Shipment Manager – Mr Ludovic PIROT

Tel. 0033 (0)1 47 33 91 67, lpirot@bipea.org

IT department:

IT Manager – Mr Sébastien HENRI

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