

# We support your laboratory so you can focus on the science



### Simplify Service

One contract, one solution, one call.



### Maximize Resources

Tap into our expert resources, tools and dedicated service professionals and multiply the resources available to your lab.



### Boost Uptime

Dramatically improve response times and first time fix rates with well managed preventative maintenance, accelerated service response and accessible supplies.



### Reduce Costs

Experienced teams consolidate service delivery to best meet your needs and deliver cost efficiencies.



### Increase Productivity

Uncomplicated access to the highest quality instrument and laboratory services to spend more time on discovery, less on anything else.



### Drive Decisions

Consistent processes and detailed metrics support swift, intelligent business decisions.

## Solutions Without Boundaries

We take serving science seriously. Unity™ Lab Services provides a single source for integrated lab service, support and supply management. Our customized service offerings and world-class service experts have the flexibility and experience to uniquely address your business needs. Whether you are looking to arrange for service on one instrument, or are seeking resources to manage service and support for all your labs, there is a Unity Lab Services solution to meet your business needs.

Let our expertise complement yours.

## Enterprise Services

### Simple Access to Integrated Service Delivery

We provide complete solution design and implementation for seamless laboratory service and support management with one partner. By consolidating fragmented service delivery methods and vendors into a single solution for laboratory service and support, we deliver increased laboratory productivity while reducing costs and enabling metrics for informed decision making.

## Instrument Services

### Protecting Your Investments: Instrument & Equipment Services

We provide a complete portfolio of services and support solutions designed to help you improve productivity, reduce total cost of ownership and ensure performance throughout your laboratory—from instrument and equipment acquisition to disposition.

Instrument Level Services	Services Offered at the Lab, Site or Enterprise Level			
Instrument Services	Consulting Solutions	Asset Management Solutions	Supply Management Solutions	Scientific Support Solutions
<ul style="list-style-type: none"> <li>Instrument Level Support Plans</li> <li>Parts, Consumables and Accessories</li> <li>Training Courses</li> </ul>	<ul style="list-style-type: none"> <li>Service Evaluations</li> <li>Needs Assessments</li> <li>SmartRelocation Lab Relocation Services</li> <li>Training Programs</li> </ul>	<ul style="list-style-type: none"> <li>Complete Multi-Vendor Instrument and Equipment Service Management</li> <li>Highly trained, seasoned professionals</li> <li>SmartCapture Asset Utilization and Monitoring</li> <li>Comprehensive service metrics</li> </ul>	<ul style="list-style-type: none"> <li>Order Management</li> <li>Inventory Management</li> <li>Chemical Management</li> <li>Dock Management</li> </ul>	<ul style="list-style-type: none"> <li>Media Preparation</li> <li>Glassware Washing and Management</li> <li>Gas Cylinder Management</li> <li>Garment Management</li> </ul>

## Quality Self-Assessment

This form is limited to the legal entities, sites and services covered as part of our ISO 9001:2015 certificate.

Legal Entity Name	Address	Contact Information	Remit to Address / Other
<b>Thermo Electron North America LLC</b>	5225 Verona Road Madison, WI 53711	Phone: (800) 532-4752 Fax: (412) 200-6542	PO Box 742775 Atlanta, GA 30374-2775
	1400 North Point Parkway Suite 10 West Palm Beach, FL 33407	Phone: (800) 532-4752 Fax: (516) 688-8731	Fed ID: 43-1992201 Duns: 138388090 NAICS: 334516 Cage Code: 3W7 DB rating: 1R3 SIC code: Primary 3826 secondary 3829 Date Incorporated: 2002
<b>Thermo Asset Management Services Inc.</b>	2202 North Bartlett Avenue Milwaukee, WI 53202	Phone: (800) 532-4752	32776 Collection Center Drive Chicago, IL 60693-0327  <b>Remit by ACH / EFT transfer to:</b> Bank of America Account Number: 4426394998 Account Name: Thermo Asset Management Services, Inc. Routing Number: 111000012  Federal Tax ID # 39-1127174 DUNS # 14-637-6467 Corporation – Delaware Date incorporated – 1969
<b>Thermo Fisher Scientific (Mississauga) Inc.</b>	4-2845 Argentia Road Mississauga ON, L5N 8G6	Phone: (800) 532-4752 Fax: (905) 890-9161	<b>Remit to:</b> 4-2845 Argentia Road Mississauga ON, L5N 8G6

The four sites and remote functions operate as one organization; therefore we have one quality management system with standardized procedures and management structure.

The functions covered within the QMS are as follows:

- Instrument Sales Administration and Order Processing
- Customer Service Contract Administration and Sales
- Technical Support
- Technical Training
- Direct Field Service
- Spare Parts Supply and Logistics
- Depot Repair
- Multi-Vendor Service
- Asset Management Services

## Quality Policy

We will maintain an effective quality management system through the deployment of established processes and procedures to provide a framework to set, ensure and measure compliance, performance and excellence objectives, assuring compliance with global regulations and applicable international quality standards. The organization commits to continuous improvement of products and services as defined within the

quality manual; to achieve our mission of empowering our customers to make the world healthier, cleaner and safer. This quality policy is established, supported and maintained by top level management of the organization represented at the sites within scope of the quality management system. It is communicated and understood by all employees throughout the organization and is regularly reviewed for continued suitability.

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## Quality System

1. Do you have an established, documented, implemented and maintained Quality Management System? **Yes**
2. Do you have a Quality Manual with documented procedures to support your QMS? **Yes**
3. Do you have a system in place to ensure that only the latest version of procedures or SOPs are used? **Yes**
4. Do you have business and management processes for the regular review of quality performance identifying areas for improvement? **Yes**
5. Do you conduct regular internal audits for the purpose of confirming the effectiveness of your quality systems: **Yes**
6. Do you provide employees with training and information on quality matters that impact their work? **Yes**
7. Do you have a documented complaint handling procedure? **Yes**
8. Do you have a formal procedure for implementing corrective and preventive actions? **Yes**
9. Does the CAPA process provide for the investigation of the root cause of quality issues and the determination of the corrective action needed to eliminate the root cause? **Yes**
10. Are there processes to ensure that changes to laws and regulations are identified and the quality management system updated accordingly? **Yes**
11. Do you allow Customer audits? **Yes**
12. Will you complete a SCAR (Supplier Corrective Action Report)? **Yes**
13. Do you incorporate a risk based approach into your business? **Yes**
14. Do you have a continual improvement strategy? **Yes, we use PPI (Practical Process Improvement) which is a corporate approved program based on the fundamentals of Lean Manufacturing.**

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## Employees and Training

1. Is there a process by which training needs are assessed for relevant roles or positions? **Yes**
2. Is completed training evaluated and approved? **Yes**
3. Are written training records maintained for employees? **Yes**
4. Are all employees required to undertake annual business ethics training? **Yes**

## Calibrations

1. Does your company have procedures/work instructions in place to describe calibration activities? **Yes**
2. How long do you retain calibration service records? **Records maintained as per Corporate Records Retention Policy**
3. Are your calibration verification procedures derived from recognized national or international practices or from applicable manufacturer's instructions? **Yes**
4. Is all reference test equipment used traceable to a recognized standard? **Yes.**
5. Are personnel qualified and trained in the work they do, including documented qualification procedures and written and practical verification exams? **Yes**
6. Are standards used traceable to NIST, equivalent national or international sources? **Yes**
7. Are environmental controls in place during calibration? **Yes**
8. Are records maintained of the calibration and maintenance history of each standard, as well as which customer calibrations it performed and procedures employed? **Yes**
9. What controls are in place to ensure proper and careful storage, handling and shipping of customer equipment to avoid damage or impact on the instrument's calibration? Please describe: **Customer property label/tags are affixed to all customer property. Depot Repair personnel apply these.**
10. Is there a process and procedure in place for customer notification of out-of-tolerance conditions on the customer's equipment, and notification of any out-of-tolerance conditions discovered on a standard used to calibrate a customer's calibration? Please describe: **Yes, repair technicians diagnose/troubleshoot and repair the customer property. A service report is generated upon completion of the repair to inform the customer on what was performed on the instrument.**

Find out more at [unitylabservices.com](http://unitylabservices.com)