

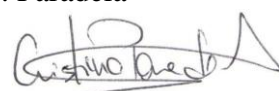




Versión 1

FUNCIONAMIENTO DEL SERVICIO
DE TÉCNICAS NO DESTRUCTIVAS
MNCN-CSIC

Elaborado por: Laura Tormo  Firma: Fecha: 27/01/2020	Revisado por: M. Furió, C. Paradela  Firma: Fecha: 04/05/2020	Aprobado por: C. Paradela  Firma: Fecha: 06/05/2020
---	--	--



CONTROL DE MODIFICACIONES			
VERSIÓN	PUBLICACIÓN	PUNTOS AFECTADOS	CAMBIOS CON RESPECTO A LA VERSIÓN ANTERIOR
01	06/05/2020	Todos	Todo el documento



Version 1

OPERATION OF THE NON-DESTRUCTIVE TECHNIQUES SERVICE MNCN-CSIC

1. OBJECT AND SCOPE	4
2. DEFINITIONS AND ABBREVIATIONS	4
3. BIBLIOGRAPHIC REFERENCES	4
4. LOCATION	4
5. CONTACT INFORMATION	5
6. COMMITMENT OF THE SERVICE	5
7. COMMITMENTS OF THE USERS	6
8. ACCESS TO THE SERVICE	7
9. FEATURES OF THE SERVICE	7
10. RATES	9
11. USER ATTENTION SERVICE.....	9
APPENDIX 1	10



1. OBJECT AND SCOPE:

The purpose of this document is to regulate the form and conditions of use of the services provided by the Non-Destructive Techniques Service of the National Museum of Natural Sciences belonging to the Spanish National Research Council (hereinafter STND-MNCN-CSIC) for both users from the CSIC and external users, either in a service or self-service regime.

2. DEFINITIONS AND ABBREVIATIONS:

- User: natural person who hires the service.
- Self-service or self-service user: natural person authorized by the STND-MNCN-CSIC who after having received a training course is able to use certain equipment of the Service on a self-service way.
- AF: Application form.
- PI: Principal Investigator. Person who will be responsible for the requested test, the person who comes to the laboratory and the payment of the benefit.

3. BIBLIOGRAPHIC REFERENCES:

- ISO 9000: 2015 Quality management systems. Fundamentals and vocabulary
- ISO 9001: 2015 Quality management systems. Requirements

4. LOCATION:

National Museum of Natural Sciences-CSIC
C / José Gutiérrez Abascal nº 2
28006-Madrid
Geology Building-Right. Faculty of Industrial Engineers

5. CONTACT INFORMATION:



*Telephone number: 914111328; extensions: 981168/ 981204 - Offices
981161- Computerized Tomography
981168- Scanning Electron Microscopy
981195- Confocal Microscopy
981195- Raman Spectroscopy
981134- X-ray Microdiffraction

*Email: info_tecnicasnodestructivas@mncn.csic.es

*Webpage: <https://www.mncn.csic.es/en/investigaci%C3%B3n/servicios-cientifico-tecnicos/analysis-service-non-destructive-techniques>

6. COMMITMENT OF THE STND-MNCN-CSIC:

The STND, complying with the guidelines and regulations of the MNCN-CSIC, undertakes to provide an efficient and quality service for the development and performance of chemical, physical and morphological tests through the features offered in the Catalogue of CSIC services performed through the following techniques:

- Thermal analysis ATD / TGA
- High Vacuum Scanning Electron Microscopy
- Scanning Electron Microscopy with controlled pressure.
- Environmental Scanning Electron Microscopy with Peltier.
- Scanning Electron Microscopy-EDS
- Scanning Electron Microscopy-CL
- Scanning Electron Microscopy-WDS
- Confocal Spectral laser Microscopy
- Confocal Optical Microscopy-3D-Interferometry-Profilometry
- RAMAN Spectroscopy
- RAMAN-LINKAM
- X-ray Microdiffraction
- X-ray Computerized Microtomography-CT SCAN
- Drying by Critical Point
- Coating with Gold or Carbon

The samples and the documentation related to them, supplied to the STND by the users, will not be used for purposes other than those specified in the application form or, in the case that it has been carried out, in the collaboration agreements signed between users and MNCN.

Once the results are delivered, the STND will be responsible for the conservation of the samples that the users have not picked up to a maximum of one month; after this time, it will be eliminated following the MNCN-CSIC waste management regulations.



The test results obtained in the STND will remain confidential indefinitely, unless there is a request that has the written approval of the user, and their availability in the Service's digital storage will be guaranteed for 5 years.

7. COMMITMENTS OF THE USERS:

To request a service, it is mandatory to fill out an application form, which will indicate the service or services required by the user and the number of samples and, in addition, if necessary, the conditions of the analysis.

When users request a service and are registered in the STND, they are accepting these operating rules, as well as the particular operating rules of each of the equipment specified in point 6 of this document, published on our website.

The user agrees to:

1. Inform the STND of any danger that their samples may have for the safety and occupational health of all service personnel. In the event that the samples are dangerous, attached documentation must be provided with their safety data. In these cases, the STND may reject the samples if it considers that there are risks that cannot be assumed for the workers or for the Service equipments.
2. Provide STND technicians with all the information available to the user regarding the characteristics and properties of their samples, in order to safeguard the scientific-technical equipment.
3. Respect and follow the instructions or procedures provided by the STND personnel for the use and handling of the self-service equipment. In addition, the self-service user must inform the service staff about any anomaly detected or malpractice carried out during the analysis.

If a breakdown occurs in one of the STND equipment as a consequence of the use of inappropriate samples, or due to misuse of the equipment in the case of self-service users, the cost of the same may be charged to the person responsible for paying the requested test.

4. Update, if necessary, your personal and billing data, by communicating them to the STND.
5. Not to disclose, reproduce or exploit, without prior authorization from the Service, any information related to the activities carried out in the Service, to the procedures used in the samples studied, or regarding any other information protected by the laws of intellectual property, industrial design, trademarks and patents and the provisions that develop them.



6. Maintain confidentiality with respect to all personal data referring to technicians, users and third parties that it becomes aware of through the STND.

It is suggested to STND users that, when the results provided by the Service derive in publications, they inform the Service of the fact by sending them.

8. ACCESS TO THE STND-MNCN:

Access to the Service and its laboratories is controlled by the security personnel of the MNCN-CSIC. Therefore, the access of users, suppliers, visitors and auditors, who come to the STND, must be made by prior appointment and arranged with the STND technicians, so as not to interfere in the daily work of the Service personnel.

For this reason, visits must be requested well in advance so that they can be planned by the Service staff.

9. FEATURES OF THE SERVICE:

The request for any of the services offered by the STND, and which are included in the CSIC's Catalog of benefits, will be carried out following the procedure in the APPENDIX 1.

All the works made in the STND will be carried out upon request reflected in a Application form (AF).

Prior to requesting the service, the user can ask for any type of information relevant to the services they wish to perform via email to the technical staff of the STND.

The STND offers different types of sessions:

- 1) Face-to-face sessions: require the presence of users. The user brings the samples with them and takes them with the results at the end of the session. In the case of having to leave the samples in the STND before the session, or collect the results and/or samples after the session, the user must request an appointment for this to the STND staff. Samples must be uniquely identified in your test request to ensure traceability.
- 2) Non-contact sessions: the technician performs the service without the presence of the user. In this case, the user can leave the samples, by appointment, or can send them by mail. In both cases, the STND Application form document must be previously filled out.



For the delivery of samples and collection of both samples and results, it is essential to be attended by appointment by STND staff, not being able to deposit or collect samples without an appointment.

The tests and the delivery of results will be carried out as stipulated with the user at the time of receipt of the samples and specified in the AF.

The user, in the event that he collects his results and/or samples personally in the Service, will leave evidence of their withdrawal stating his name, signature and date on the AF.

3) Self-service sessions (only for equipments that have this type of session): the user must first fill out the Application form before being able to access the session and, after having passed a previous course, he will be able to analyze his own samples. At the end of the session, the user takes his samples and his results before leaving.

In the case of tests that imply subsequent processing of the data obtained, preparation of a report thereof, or that come from samples deposited to be carried out in non-contact sessions, the date and form of delivery of results will be agreed with the user.

The standard work procedures used by the STND technicians will never be transferred to the user, being able to provide them with the necessary information to interpret the results. If requested, STND technicians may give users information about the equipment used for their analysis.

10. RATES:

The STND rates are approved annually by the CSIC, through their acceptance and validation of publication in the CSIC's Catalog of Services, and are published therein.

In our website there is a list with the current rates that will be applied to the services performed.

In the event of exceptional circumstances of strategic interest to the Service or to the MNCN-CSIC, agreements can be signed or discounts may be applied that involve a modification of the rates.



1. USER ATTENTION SERVICE:

The customer service is made up of the technical staff who work at the STND. In the event of any type of disagreement, complaint, claim or suggestion regarding the operation of this service, the user may inform the STND by email or by any other communication channel.

One of the priorities of the National Museum of Natural Sciences is the continuous improvement of the services it offers to citizens. For this reason, it is essential for this institution to offer all the people who visit us the necessary channels for their participation. These channels are defined in our MNCN Service Charter. All users can participate in improving the quality of the services obtained, by submitting suggestions for improvement, complaints and acknowledgments about the operation of this Institution belonging to the CSIC. <https://sede.csic.gob.es/quejas-y-sugerencias-app/public/index.html>

The CSIC also has a complaints and suggestions service available to citizens <https://sede.csic.gob.es>