

QUALITY COMMITMENT LETTER

SOFT-ICMAB/U6-NANBIOSIS SERVICE



• PRESENTATION

The Soft Service (Soft Materials Service) of the ICMAB-CSIC (<https://services.icmab.es/soft/>) is located at the Institute of Materials Science of Barcelona (ICMAB-CSIC). The ICMAB-CSIC institute, as its name indicates, belongs to the Higher Council for Scientific Research (CSIC), a State Agency whose mission is the promotion, coordination, development and dissemination of multidisciplinary scientific and technological research. It has the objective to contribute to the advancement of knowledge and economic, social and cultural development; as well as the training of personnel and advice to public and private entities in these matters.

The ICMAB-CSIC is a multidisciplinary research center focused on cutting-edge research in advanced functional materials, mainly in the fields of energy, electronics and nanomedicine. This institute has the Severo Ochoa Excellence accreditation, accreditation granted by the Ministry of Science and Innovation to organizational structures that have highly competitive research programs, and that are among the best in the world in their respective scientific areas (<https://www.ciencia.gob.es/portal/site/MICINN/menuitem.7eeac5cd345b4f34f09dfd1001432ea0/?vgnnextoid=cba733a6368c2310VgnVCM1000001d04140aRCRD>). The ICMAB-CSIC institute is located on the Campus of the Autonomous University of Barcelona (UAB), in Bellaterra (Barcelona).

This service is associated with the unique Nanbiosis scientific and technical infrastructure (<https://www.nanbiosis.es/platform-units/>) through platform 2 (Biomaterials and Nanomaterials production), unit 6 (Biomaterial processing and Nanostructuring Unit). Nanbiosis is one of the 29 ICTS (Singular Technical Scientific Infrastructures) recognized by the Scientific, Technological and Innovation Policy Council (CPCTI) of the Ministry of Science, Innovation and Universities, which is oriented towards medical applications, and which offers a complete and easily accessible to those companies and research institutions related to the design and production of biomaterials and nanomaterials.

The Soft-ICMAB/U6-Nanbiosis service is directed by researchers of the 'Nanomol' research group from the ICMAB. The Agency for Business Competitiveness of the Generalitat de Catalunya (ACCIÓ) renewed the TECNIO accreditation to Nanomol in 2020. Nanomol is part of the Networked Biomedical Research Center (CIBER) in the area of Bioengineering, Biomaterials and Nanomedicine.

The objective of the Soft-ICMAB/U6-Nanbiosis service is to offer characterization services for micro- and nanostructured soft molecular materials. For this, the unit has several laboratories, all perfectly equipped in order to satisfy the needs of our users.

- **LIST OF SERVICES**

- 1.- Stability studies (Team: Turbiscan Lab; Formulation).
- 2.- Analysis of the particle size and concentration distribution (Equipment: Nanosight NS300; Malvern Instruments).
- 3.- Particle size distribution (from 0.1 to 3500 microns) – (Equipment: Mastersizer 2000; Malvern Instruments).
- 4.- Measurements of particle size distribution (from 0.6 to 6000 nm), Z-Potential and molecular weight with DLS-NIBS (Equipment: Zetasizer Nano ZS; Malvern Instruments).
- 5.- Volume and density measurements of porous solids and powders (Equipment: Ultrapyc 1200e Helium Pycnometer; Quantachrome Instruments).
- 6.- Bulk density and powder packing tests (Equipment: Autotap; Quantachrome Instruments).
- 7.- Measurement of biomolecular interactions in solution by ITC (Isothermal Titration Calorimetry) – (Equipment: VP-ITC; GE HealthCare-Microcal).

- **QUALITY COMMITMENTS**

The Soft/U6 Service is responsible for offering services with the highest quality guarantees. To this end, the Service undertakes to:

- Respond to 100% of the requests received within a maximum period of 5 business days.
- Deliver 100% of the results reports within a maximum period of 5 business days.
- Respond to 100% of the technical advice queries received within a maximum period of 5 business days.
- Respond to 100% of the complaints and/or suggestions received through the complaints and suggestions section of the Soft/U6 Service within a maximum period of 5 business days.
- Respond to 100% of the complaints and/or suggestions received through the CSIC headquarters within a maximum period of 5 business days.
- Achieve a degree of maximum customer satisfaction (score greater than or equal to 8 out of 10).

• INDICATORS

In order to assess the degree of compliance with the quality commitments by the Soft/U6 Service, the following indicators will be monitored every six months:

- *Response to requests.* Number of requests answered within the established period with respect to the total number of requests and multiplied by 100.
- *Delivery of the results.* Number of results reports delivered within the established period with respect to the total number of requests and multiplied by 100.
- *Response to advice.* Number of technical advice queries answered within the established period compared to the total number of technical advice queries and multiplied by 100.
- *Answer to complaints and/or suggestions.* Number of complaints and/or suggestions answered within the established period compared to the total number of complaints and/or suggestions received and multiplied by 100.
- *Customer satisfaction.* Average of the scores obtained in the surveys that are delivered to the users together with the results report on a scale of 0 to 10.

• PARTICIPATION OF USERS IN THE IMPROVEMENT OF SERVICES, COMPLAINTS AND SUGGESTIONS

In the Soft/U6 Service we constantly strive to satisfy our users, for this the service has two channels so that they can communicate their complaints and/or suggestions. On the one hand, the service sends satisfaction surveys; on the other, they can contact us at any time by email calidad.nanomol@icmab.es.

Statistics on customer satisfaction will be recorded in the annual management review report.

• RESPONSIBLE UNIT, ACCESS TO SERVICES AND RATES

All the information about our services can be found on the following web pages:

- <https://services.icmab.es/soft/>
- <https://www.nanobiosis.es/portfolio/u6-biomaterial-processing-and-nanostructuring-unit/>

To request the service, you must contact the person responsible for it by email: servicios.soft@icmab.es. Any information regarding the requirements of the samples, the form of shipment, its management or similar, must be specified by the client in order to be able to provide the highest quality in our services.

You can check our rates by sending an email to servicios.soft@icmab.es

The postal address of the Soft service is:

Carrer dels Til·lers, s/n

Campus de la UAB, 08193, Bellaterra (Barcelona), España

Phone: +34 935 801 853 (extension 338)

