

Microbiological Research and Services Laboratory, Natural Sciences Research Institute

Vision/Mission/Goals

Vision: A nationally and internationally recognized microbiological center.

Mission: To provide quality microbiological resources and expertise to a wide range of clients.

Goals: 1) To provide quality microbiological services to various sectors of the society; 2) To provide pure and viable microbial cultures to qualified users;

3) To provide technical expertise in the research and development and/or quality assurance programs of the academe, particularly the College of Science (CS) and industry.

SERVICE	PROCEDURE	Responsible Person	Process Time (on actual contact)	Required Documents	Fees
Provision of Technical Advice on microbiological services, tests and resources	1) Proceed to MRSI and request for advice.	Customer			
	2) Give basic information and answer inquiries on microbiological services or tests.	Laboratory Secretary (LS)	3-5 minutes		No fee
	3) Endorse customer to the Staff-on-duty (SD), University Researcher (UR) for Laboratory Head (LH) for technical matters concerning microbiology.	LS	3 minutes		
	4) Answer inquiries and provide technical advice or information related to microbiology.	SD, UR or LH	variable depending on the topic		No consultation fee
Provision of microbiological tests for different types of samples	1) Give relevant basic information and determine acceptability of sample, type of service and customer category	LS	3-5 minutes	Service Request Form (SR1-WR and SR2-NW)	No fee
	2) Accomplish appropriate Service Request (SR) Form for acceptable samples.	Customer	3 minutes	Service Request Form (SR1-WR and SR2-NW)	No fee
	3) Pay the appropriate service fee	Customer			See schedule of rates based on samples, type of service and customer category
	4) Receive payment	SCO or LS	3-5 minutes	Official Receipt (OR) or Acknowledgement Receipt (AR)	
	5) Endorse samples for testing	LH	5-10 minutes	Sample with unique code; appropriate Sample Logbook or Service Bulletin	
	6) Perform requested microbiological tests	Urs and Laboratory Assistant (LAS)	variable; depending on the tests or procedures	Appropriate Service Logbook	
	7) Prepare and certify Service Report for the test.	URs and LH	variable; depending on the tests or procedures	Appropriate Service Logbook; Service Report Form	
	8) Release Service Report for the requested test.	LS	5 minutes	Service Report Form; OR or AR	
Provision of training courses	1) Disseminate information about the training course	LH, LS and NSRI Administrative Office	Within the day of submission of announcement to NSRI Administrative Office	Training course announcement (hard/poster and soft copies)	
	2) Accept qualified personnel and payment/proof of payment	LH, LS and SCO	1-2 days upon submission of qualifications and payment or proof of payment	List of participants with note on status of payment; OR for fullypaid participants	See schedule of rates for different training courses
	3) Conduct training course	MRSI Technical Staff: LH and Urs	Variable; depending on the type and/or schedule of the training course; range of duration: 3 to 5 days	Certificate of Participation	

FOR INQUIRIES, COMPLAINTS AND SUGGESTIONS TO HELP IMPROVE OUR SERVICES, YOU MAY:

- 1) Accomplish and submit the Evaluation Form for Advisory and Consultation Services.
- 2) Accomplish and submit the Customer Satisfaction Survey.
- 3) Drop your comments or customer satisfaction survey in the Suggestion Box.
- 4) Email you comments at auxie.nsri@gmail.com