

Research and Analytical Services Laboratory, Natural Sciences Research Institute

Vision/Mission/Mandate

Vision: To be recognized nationally and internationally as a provider of quality analytical, research, and training services in keeping with the role of NSRI as a center of excellence for research in the Natural Sciences.

Mission: To provide analytical services the quality of which is well defined by the quality assurance program that has been developed and adopted in RASL.

To generate quality data on trace organic and inorganic pollutants in the Philippine environment.

To develop the capability of RASL to service analysis requirements of researchers, entrepreneurs, industries, and government agencies which are not offered in other laboratories.

To conduct training courses that are relevant to the needs of researchers, entrepreneurs, industries, and government agencies which can be organized utilizing the expertise of RASL.

Mandate: Provide research support to graduate students and researchers of the College of Science of the University of the Philippines.

Provide extension services, such as training and analytical services, to students and researchers of other schools, government agencies, private institutions, and individuals.

Undertake research on projects where the capability of the laboratory can be utilized and/or expanded.

SERVICE	PROCEDURE	Responsible Person	Process Time (on actual contact)	Required Documents	Fees
Provision of Technical Advice on analytical/chemical services, tests and resources	1) Proceed to RASL and request for advice.	Customer			
	2) Give basic information and answer inquiries on analytical/chemical services or tests.	Laboratory Secretary (LS), Officer of the Day (OD), or Laboratory Head (LH)	3-5 minutes	List of Routine and Special Analysis offered by the RASL	No fee
	3) Endorse customer to the OD: University Researcher (UR) or University Research Associate (URA) or LH for technical matters concerning chemical analysis.	LS	3 minutes		No fee
	4) Answer inquiries and provide technical advice or information related to chemical	OD or LH	Variable, depending on the topic		No consultation fee
Provision of chemical analysis for different types of samples	1) Give relevant basic information and determine acceptability of sample(s), type of service and customer category	LS or OD or LH	3-5 minutes	RASL Form 1 Request for Analysis; RASL Form 1a Request for Analysis from UP Researchers/Students	No fee
	2) Accomplish appropriate Request for Analysis Form for acceptable samples.	Customer	3 minutes	Request for Analysis Forms (RASL Forms 1 and 1a)	No fee
	3) Pay the appropriate service fee	Customer			See schedule of rates based on sample type, type of service and customer category
	4) Receive payment	Special Collecting Officer (SCO) or LS	3-5 minutes	Official Receipt (OR) by SCO or Acknowledgement Receipt (AR) by	
	5) Endorse samples for testing	LS or OD	5-10 minutes	RASL Form 2a Sample laboratory code / Customer Label Code; RASL Form 2b Laboratory sample label; Request for Analysis' Logbook; RASL Form 20 Work Assignments	
	6) Perform requested chemical analysis	UR / URA / Laboratory Analysts (LA)	Variable, depending on the tests or procedures	Appropriate Analyst's Logbook / Data Sheet and Control Chart Folders	

	7) Prepare and certify RASL Formal Report (RASL Form 4) for the test.	LH, LS, UR, URA, LA	Variable, depending on the tests or procedures	Appropriate forms for analytical reports: RASL Forms 4.1 (a, b) Draft of Formal Report, RASL Form 4 Formal Report; Data Sheet and Control Chart Folders	
	8) Release RASL Formal Report (RASL Form 4) for the requested test.	LS or OD	5 minutes	RASL Form 4 Formal Report; 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 fully paid participants	See schedule of rates for different training courses
	3) Conduct training course	RASL Technical Staff: LH, URs, URAs	Variable, depending on the type and/or schedule of the training course; Range of duration: 3 to 5 days	Certificate of Completion	

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

- 1) Accomplish and submit the Customer Survey Form (RASL Form 11) for feedback of our performance.
- 2) Accomplish the consultancy or advisory services.
- 3) Drop your comments and suggestions on consultancy or advisory services in the Customers' Feedback Box.
- 4) E-mail your suggestions and comments at rasl@nsri.upd.edu.ph or call us 281-3157 / 981-8500 loc. 3608