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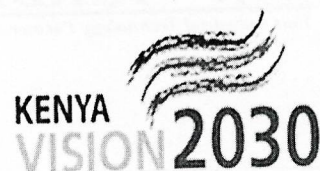
Institution Name	Kenya Industrial Research and Development Institute		
Ministry	Industrialization Trade and Enterprise Development		
Economic Sector Alignment	General Economic and Commercial Affairs (GECA)		
Big four Alignment	Manufacturing		
Accounting Officer	Prof. David K. Rotich Tuigong		
Period FY	2021/2022 - 2022/2023	Approval Date:19/08/2021	
Process Documentation			
Service Name	Laboratory Testing Services		
Document Purpose	This procedure outlines the process necessary to ensure proper management of client’s samples and guarantee quality of laboratory test results.		
Document Control	KIRDI-CSC-O9 REV 0		
Process owner	Deputy Director Technology Transfer and Extension Services.		
Process writer	Deputy Director Technology Transfer and Extension Services.		
Process Reviewer	Deputy Director Corporate Services		
Process Flow			
Step	Activity	Time/No. of Days	Actor
1.	The client arrives with the samples for testing at the customer care desk and fills the sample submission form as per the test parameters to be analyzed.	5 Minutes	Customer care officer.
2.	The client pays for the service as per the test parameters indicated in the sample submission form and the receipt issued.	20 Minutes	Finance officer.
3.	The samples are received by the laboratory secretary who develops a job card and laboratory reference number.	10 Minutes	Laboratory Secretary
4.	The head of the laboratory service center assign the job card to analyst as per the laboratory tests to be analyzed.	5 Minutes	Head Laboratory Service Center.

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5.	The analyst performs the tests on the sample as received and the laboratory results.	Varies based on samples.	Laboratory analyst.
6.	The laboratory Test report is generated.	1-2 Working days	Head Laboratory service center.
7.	The laboratory test report is sent to client via email or the client can collect a hardcopy of the test report at the customer care desk.	1 working day	Head Laboratory service center.

Revision status

No	Date	Short description of previous changes
Rev 0	19.8.2021	Initial

Approved CEO

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