



ISO 9001:2015

FPRDI

Citizen's Charter



Anti Red Tape Act (ARTA)



CITIZEN'S CHARTER

HISTORY

The Forest Products Research and Development Institute (FPRDI) was created in 1954 as the Forest Products Laboratory (FPL) under the then Bureau of Forestry. It was located, as it is now, in the campus of the University of the Philippines Los Baños-College of Forestry and Natural Resources (UPLBCFNR).

The Laboratory was established in response to the need for information and technology on the utilization of timber resources as well as non-wood forest products. At that time the Philippines was the prime exporter of forest products in Asia.

Since then, the FPL has undergone numerous transformations:

- as the Forest Products Research Institute (FPRI) under the University of the Philippines (UP) from 1957 to 1969;
- as the Forest Products Research and Industries Development Commission (FORPRIDECOM) under the National Science Development Board (NSDB) and then the National Science and Technology Authority (NSTA) from 1969 to 1982 and finally
- as the FPRDI under the NSTA from 1982 to 1986.

After the EDSA Revolution, the NSTA was reorganized into the Department of Science and Technology (DOST). The FPRDI was retained under the department and restructured internally to address the changing needs of the forest-based industries.

MANDATE

- Conduct research and development on wood and non-wood forest products;
- Transfer technologies; and
- Provide technical services and trainings.

MISSION

Generate, improve and transfer appropriate technologies and information on efficient utilization of forest-based products to make local industries more competitive in the domestic and global markets and to benefit the general public.

VISION

A renowned leader and center of excellence in forest products utilization research, development and technology transfer.

OBJECTIVES

- Generate scientific knowledge on forest-based materials critical to the development of production technologies;
- Ensure the global competitiveness of environment friendly forest-based products; and

- Enhance efficiency and effectiveness of existing forest-based industries and assist in the establishment of new enterprises.

FUNCTIONS OF FPRDI

To carry out its mission, the Institute performs the following functions:

- Conduct research on the proper identification, properties, uses, processing and protection of forest products, to improve their utility, quality, serviceability and economic value;
- Commercialize generated and adapted technologies to identified clientele and provide technological information to industries and other users of forest products;
- Formulate and recommend grading rules, specifications and quality standards of forest products;
- Provide consultancy and technical assistance to forest products-using industries to improve product quality, upgrade efficiency and increase productivity;
- Conduct technical training programs to upgrade skills and competence of industrial manpower;
- Promote productive capabilities and create opportunities for livelihood in rural communities through specific utilization of indigenous forest resources; and
- Maintain a depository of technical information and research results on properties, end-uses, processing and protection of forest products and disseminate such information for the benefit of the forest products-using industries and the general public.

QUALITY POLICY

Rev 2

Effectivity Date: 27 February 2018

"We are committed to provide the highest standard of service to our customers and *other interested parties* within our resources *following* all applicable requirements and to improve the effectiveness of our QMS at all times."

CORPORATE OBJECTIVES

Rev 2

Effectivity Date: 27 February 2018

1. To deliver required products according to mutually agreed terms and conditions and *all* applicable requirements.
2. To attain a "very satisfactory" rating from 90% of customers through the continual improvement of our QMS.

PHYSICAL PLANT SECTION

Testing Service Facilities

CHEMISTRY AND BIOTECHNOLOGY LABORATORY

Testing Services Offered

Conducts chemical analysis on:

- wood and other cellulosic materials
- starch
- fats and oils
- essential oils
- resins, gums and latex
- polymers
 - > adhesives (including formaldehyde emission test)
 - > coatings

Offers instrumental analysis by:

- Thermogravimetric Analyzer (TGA) & Differential Scanning Calorimeter (DSC)
- Fourier Transformed Infrared (FT-IR) spectrophotometer
- UV-Vis spectrophotometer



ANATOMY AND FOREST BOTANY LABORATORY

Testing Services Offered

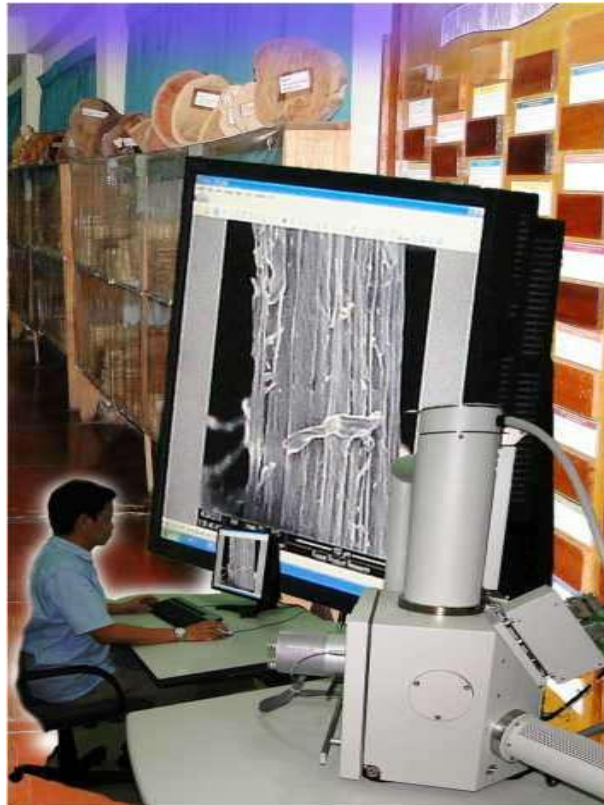
- Herbarium/plant Identification
- Wood identification
- Fiber analysis (Morphology and mensuration)

Samples for Testing

- Wood and non-wood raw materials and products
- Plant and plant products
- Pulp and Paper raw materials and products

Offers instrumental analysis by

- Scanning electron microscope



FPRDI FURNITURE TESTING CENTER

PERFORMANCE TESTING

Performance testing subjects furniture such as chairs, tables, desks, beds, and storage cabinets to the following kinds of performance tests:

Static Test - determines the maximum load a furniture can support

Fatigue Test - evaluates how long a furniture will last under normal use

Impact Test - appraises the furniture's ability to withstand sudden impact

Stability Test - assesses the furniture's balance when applied with load in different directions

The FPRDI-NFTC performs national and international test protocols such as

PNS (Philippine National Standard)

PNS-ISO (Philippine National Standard - International Organization for Standardization)

ANSI-BIFMA (American National Standard Institute - Business Institutional Furniture Manufacturers Association)

ASTM (American Society for Testing and Materials)

BS (British Standard)

EN (European Standard)

BSEN (European Standard)

ISO (International Organization for Standardization)

It also performs in-house test protocols of CINMAR, Crate and Barrel, and Pier 1.



Goal Post Test Machine

- performs fatigue and static load tests on all types of chairs and beds



Single Cylinder General Purpose Test Machine

- conducts static and fatigue test for all type of chairs, stools, beds, and tables



Upright Chair Test Machine

- performs combined seat and back fatigue test for upright pedestal, small upholstered chair and stools



Drop Test Apparatus

- determines the strength of chair and stool legs when dropped at specified height



Side to Side Durability Test Machine

- conducts seat front edge durability tests on standard upright seating



Chair Swivel Test Machine

- conducts the swivelling and rolling resistance/caster tests



Arm Durability Test Machine

- conducts durability test of arms sides of all types of seating

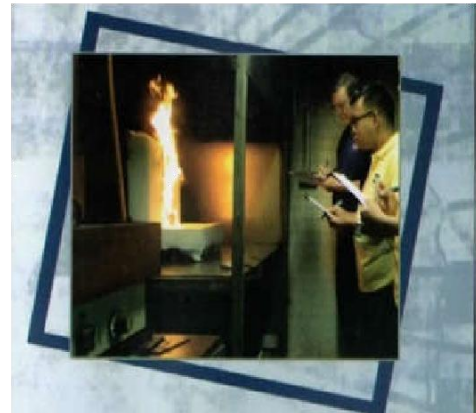


Vertical Impact Test Machine

- evaluates the ability of a furniture to withstand occasional sudden vertical impact loads applied

FLAMMABILITY TESTING

- The Furniture and Furnishings (Fire) (Safety) Regulations 1988, amended 1989, 1993 and 2010
- BS 7176: 2007 Specification for resistance to ignition of upholstered furniture for non-domestic seating by testing composites.
- BS 7177: 2008 Specification for resistance to ignition of mattresses, divans and bed bases.
- BS 5852: 2006 Methods of test for assessment of the ignability of upholstered seating by smoldering and flaming ignition sources.
- EN 1021-1: 2006 Assessment of the ignability of upholstered furniture. Ignition source: smoldering cigarette.
- EN 1021-2: 2006 Assessment of the ignability of upholstered furniture. Ignition source: match flame equivalent.
- EN 597-1: 1995 Assessment of the ignability of mattresses and upholstered bed bases. Ignition source: smoldering cigarette
- EN 597-2: 1995 Assessment of the ignability of mattresses and upholstered bed bases. Ignition source: match flame equivalent
- ISO 8191-1: 1987 Assessment of the ignability of upholstered furniture. Ignition source: smoldering cigarette
- ISO 8191-2: 1987 Assessment of the ignability of upholstered furniture. Ignition source: match flame equivalent
- TB 133 - Flammability Testing of Seating for Public Occupancies-
- TB 117 - Flammability Testing of Components of Upholstered Furniture



FINISHING AND ENVIRONMENTAL TESTING

The laboratory performs the following test protocols:

ASTM B117	ASTM D1735	ASTM D3541	ASTM D6577
ASTM D3794	ASTM D6595	ASTM G151	ASTM G154
ISO 11507	ISO 11997-1	ISO 11341	EN 927-6



UV Instrument

- tests a variety of materials for their reaction to UV, temperature, and moisture



Salt/Fog Humidity Machine

- most often used for quick determination of corrosion resistance



Xenon Exposure Instrument

- tests the long-term effects of light, heat, and moisture on the products and in their end-use environment



X-ray Fluorescence Lead Content Analyzer

- provides qualitative and quantitative material characterization for quality control, detection, identification of lead content in consumer items

TRANSIT TESTING

Accudrop Drop Tester Machine



- it helps determine the effect and impact of dropping the packaged product during handling

Inclined Impact Tester Machine



- designed to evaluate the ability of products and packages to withstand various types of shock inputs

Vibration Test Machine



- designed to study the effects of vibration during transit to the physical properties of the product and its packaging

BIOMASS ENERGY TESTING LABORATORY

HEATING VALUE OF SOLID FUEL

This analysis determines the gross calorific value (GCV) of a solid fuel. GCV is a key indicator of quality and value of the fuel or the amount of heat being released during combustion. This can be determined by using AC-350 LECO calorimeter and units are expressed in cal/g. Accurate and precise analysis of the quality of a solid fuel is essential in the success of the biomass operation.



PROXIMATE CHEMICAL ANALYSIS

This analysis identifies the value of the as-received coal or biomass material. This gives the following information of the sample solid fuel: 1) Moisture Content of the sample, 2) Fixed Carbon, 3) Volatile Combustible Matter, 4) Ash content.



It makes use of a furnace where the temperature can be adjusted during the duration of the testing course. The analysis is essential to determine the ash handling and burning characteristic of a solid fuel.

ENGINEERED PRODUCTS DEVELOPMENT FACILITIES

1. Structural Testing Laboratory

Full-size Wall Testing: Compression and Shear
Full-size Beam: Bending



2. Particleboard and Cement-Bonded Board Testing Laboratory (PNS 230:1989)

Modulus of rupture (bending strength)
Modulus of elasticity (Young's modulus)
Internal Bond
(Tensile strength parallel to surface)
Nail head pull through
Screw holding strength

Thickness swelling
Water absorption
Moisture content determination
(infrared and laser)
Abrasion testing
Acidity/Alkalinity determination



3. Plywood Testing Laboratory (PNS 196:2000)

Type I Marine or Exterior plywood
Thickness Test
Moisture Content Determination
Bond Test
Cyclic boil test
Tensile strength test
Wood Failure determination

Type II Ordinary or Interior plywood
Thickness Test
Moisture Content Determination
Delamination Test



Entomology and Pathology Laboratory

Testing Services Offered

1. Tests on protection and preservation of wood, bamboo, rattan and vines by:
 - Boiling in oil
 - Heat treatment
 - Chemical treatment
2. Tests on durability of wood and non-wood against insects and fungi (laboratory and field tests)
3. Bio-efficacy tests of new chemicals to wood destroying organisms.

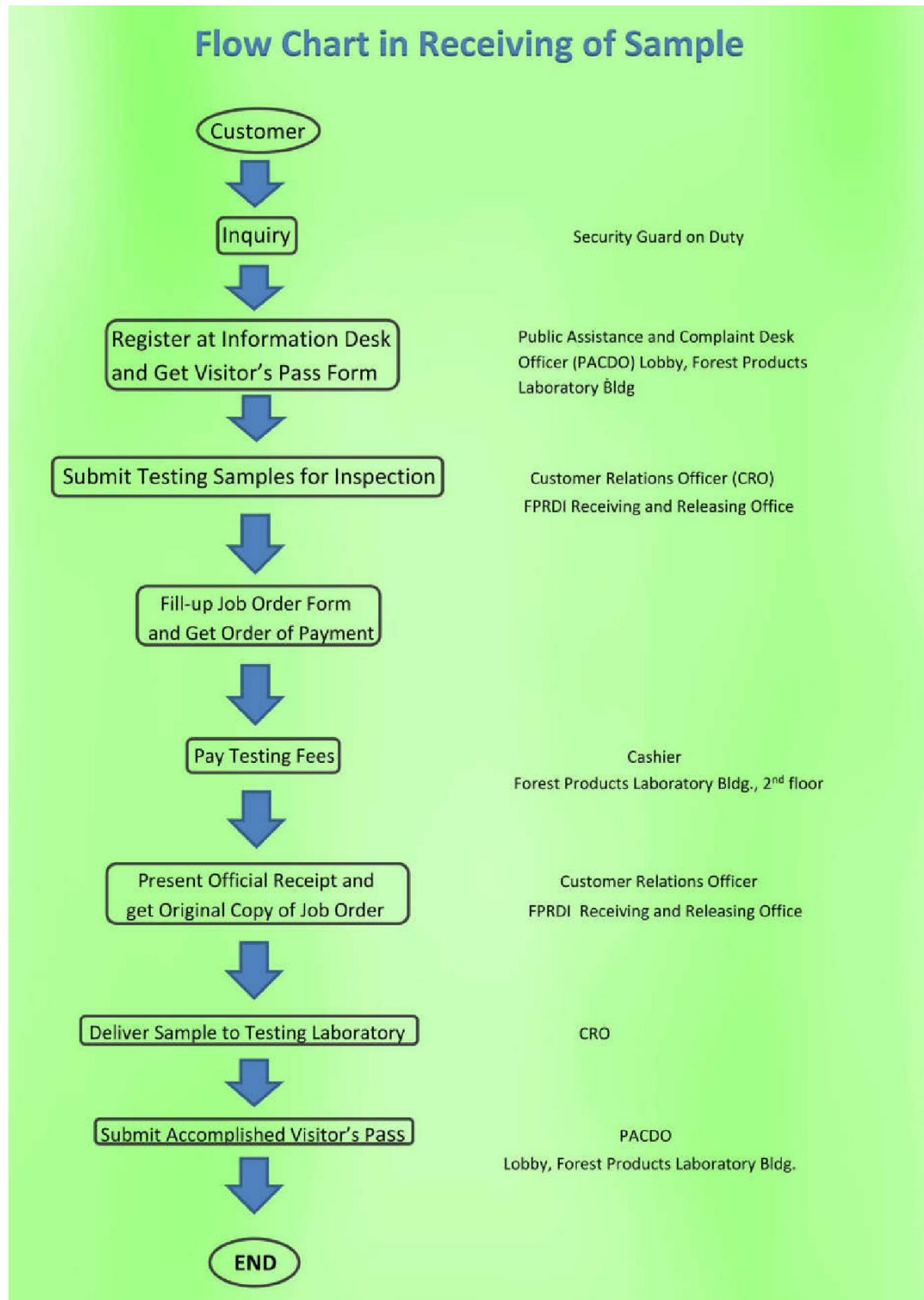


Schedule of Availability of Services

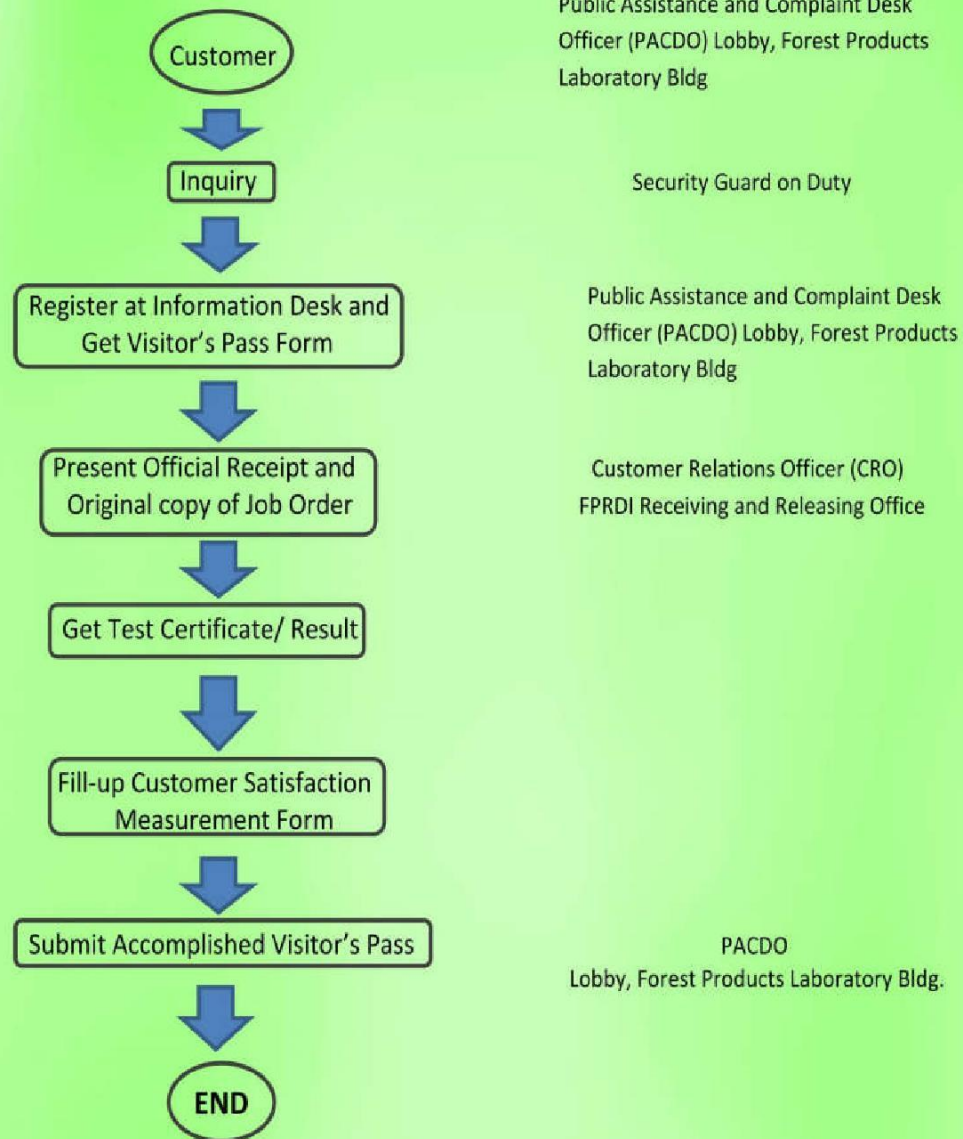
Monday - Friday
8:00 AM to 5:00 PM

STEP	CUSTOMER ACTION	FPRDI ACTION	KIND OF SERVICES AND PERSONNEL-IN-CHARGE			DURATION
1	Proceed to Public Assistance and Complaint Desk <ul style="list-style-type: none">Log-in and indicate the name of the customer, service to be requested and office to be visitedFill out Visitor's Pass	Provide logbook and visitor's ID and endorse to the concerned personnel in charge	Proceed to Public Assistance and Complaint Desk Officer (PACDO) on duty with assistance of *Guard on duty			5 minutes
2	Proceed to the specific office and personnel in-charge to be visited	Attend to the customer, discuss services being requested and provide appropriate action	*Testing Services	FPRDI One Lab	Maria Donna G. Rondilla	20 minutes
			*Wood Identification Services	Anatomy and Forest Botany Section	Fernando C. Pitargue, Jr.	
			*Kiln drying and Sawmilling Services	Solid Production Development Section	Pablito A. Alcachupas	
			Technical trainings	Training & Manpower Development Services Section	Maria Cielito G. Siladan	
			Technical Assistance	Technology Business Development Section	Grecelda A. Eusebio	
			*Publications	Communication Materials Production & Library Services Section	Emerita R. Barile	
			Visitors and Student Tours	Technology Promotion & Information Services Section	Ronelia O. Lalap	
			Library Services	Communication Materials Production Section and Library Services Section	Felipe B. Seva, Jr.	
3	Proceed to Cash Section for payment of technical services as may be required	Receive payment and issue receipt	Cash Section			15 minutes
4	Accomplish the Customer Satisfaction Feedback (CSF) form provided by PACDO on duty and log-out	Receive/place in the customer feedback box the accomplished CSF form and retrieve the visitor's ID	PACDO on Duty			5 minutes

WORKFLOW CHART TO AVAIL OF TESTING SERVICES



Flow Chart in Releasing of Certificate / Result





FPRDI TESTING LABORATORY
Forest Products Research and Development Institute
Department of Science and Technology
College, Laguna 4031

TESTING SERVICES FLOW CHART FOR CUSTOMER


**Submit Samples at
FPRDI Receiving and
Releasing Office**



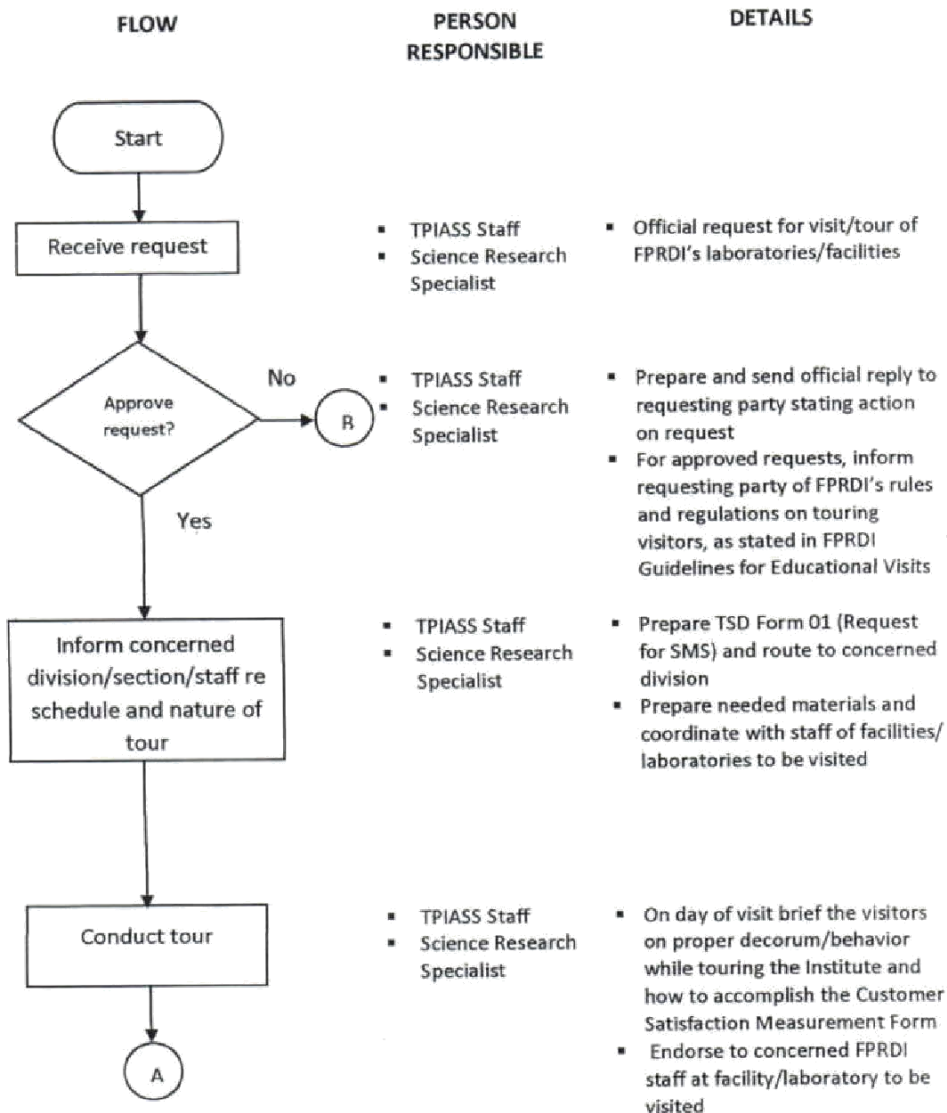
**Pay Testing Fee at
FPRDI Cash Section**

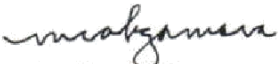
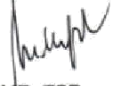


**Claim Test Certificate /
Results at FPRDI
Receiving and
Releasing Office**


	FOREST PRODUCTS RESEARCH AND DEVELOPMENT INSTITUTE	DOCUMENT CODE	PM-TSD-TPIASS 05-02
	PROCEDURES MANUAL	REVISION NUMBER	0
SECTION	PRODUCT REALIZATION	PAGE NUMBER	2 of 3
SUBJECT	CONDUCT OF GUIDED TOUR OF FPRDI FACILITIES/LABORATORIES	EFFECTIVITY DATE	06 January 2016

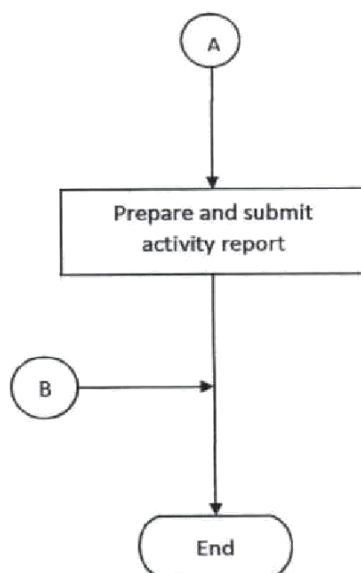
6.0 PROCEDURE



Prepared by:  Chief, TSD-TPIASS	Approved by:  DMR, TSD
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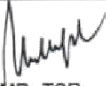
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SECTION	PRODUCT REALIZATION	PAGE NUMBER	3 of 3
SUBJECT	CONDUCT OF GUIDED TOUR OF FPRDI FACILITIES/LABORATORIES		




- TPIASS Staff
- Science Research Specialist

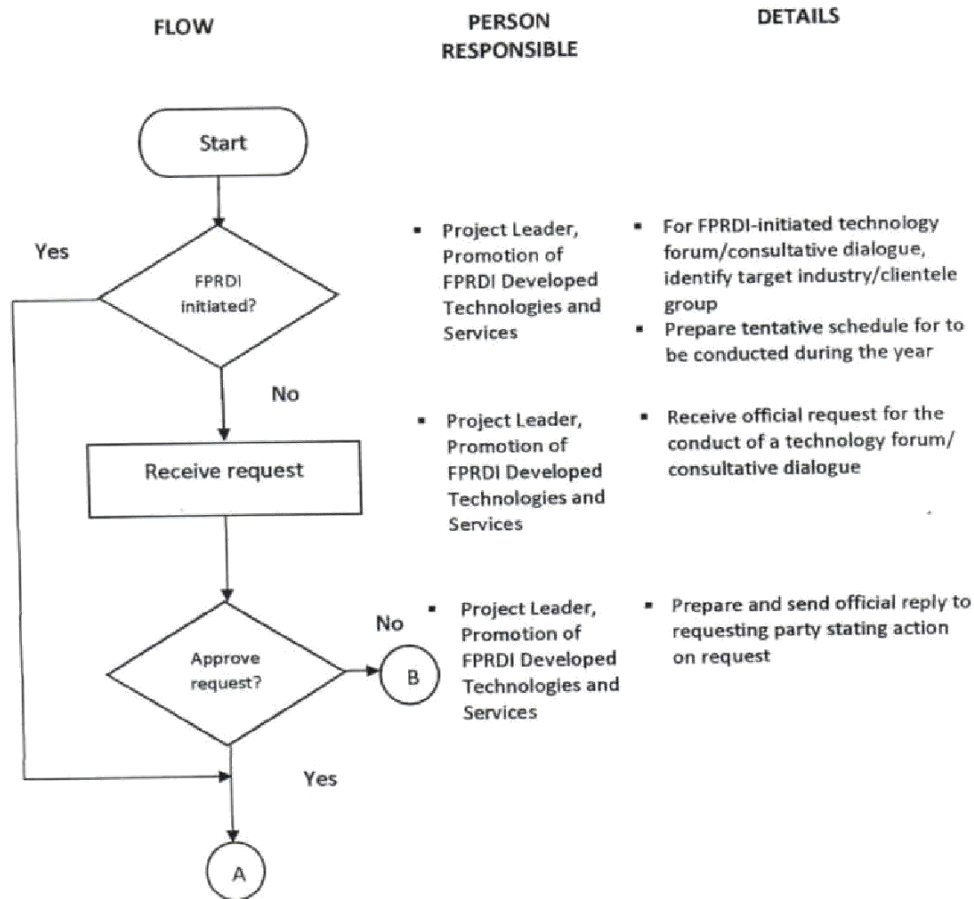
- Prepare 7 copies of activity report and submit to Planning Staff 15 days after completion of activity. One copy each shall be distributed to the following:
 - Library
 - Planning Staff
 - Records
 - Section Document Custodian
 - Division Document Custodian
 - Section Chief, TPIASS
 - Personal file

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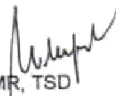
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	PROCEDURES MANUAL	REVISION NUMBER	0
SECTION	PRODUCT REALIZATION	PAGE NUMBER	2 of 3
SUBJECT	CONDUCT OF TECHNOLOGY FORUMS		
		EFFECTIVITY DATE	06 January 2016

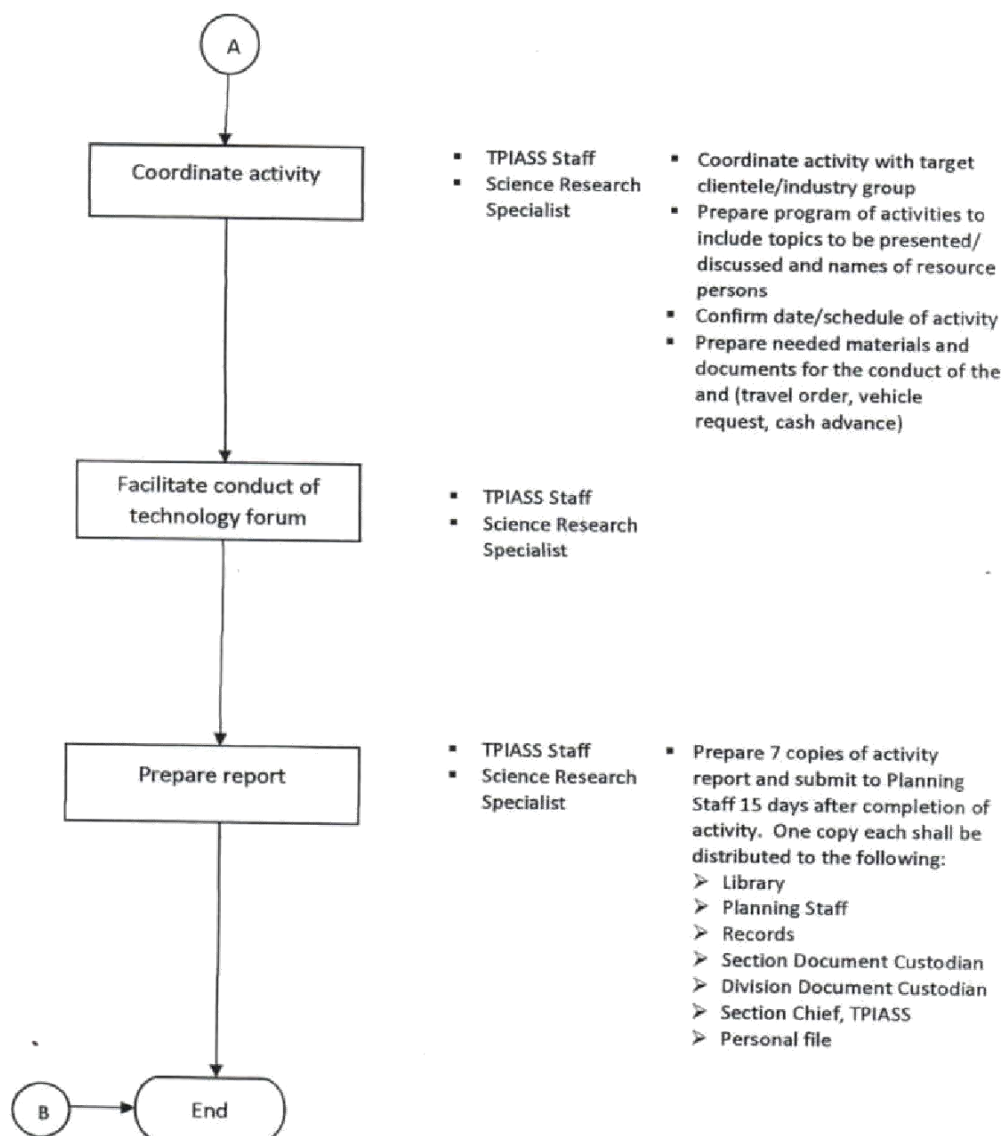
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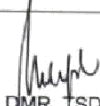
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	PROCEDURES MANUAL	REVISION NUMBER	0
SECTION	PRODUCT REALIZATION	PAGE NUMBER	3 of 3
SUBJECT	CONDUCT OF TECHNOLOGY FORUMS		
		EFFECTIVITY DATE	06 January 2016

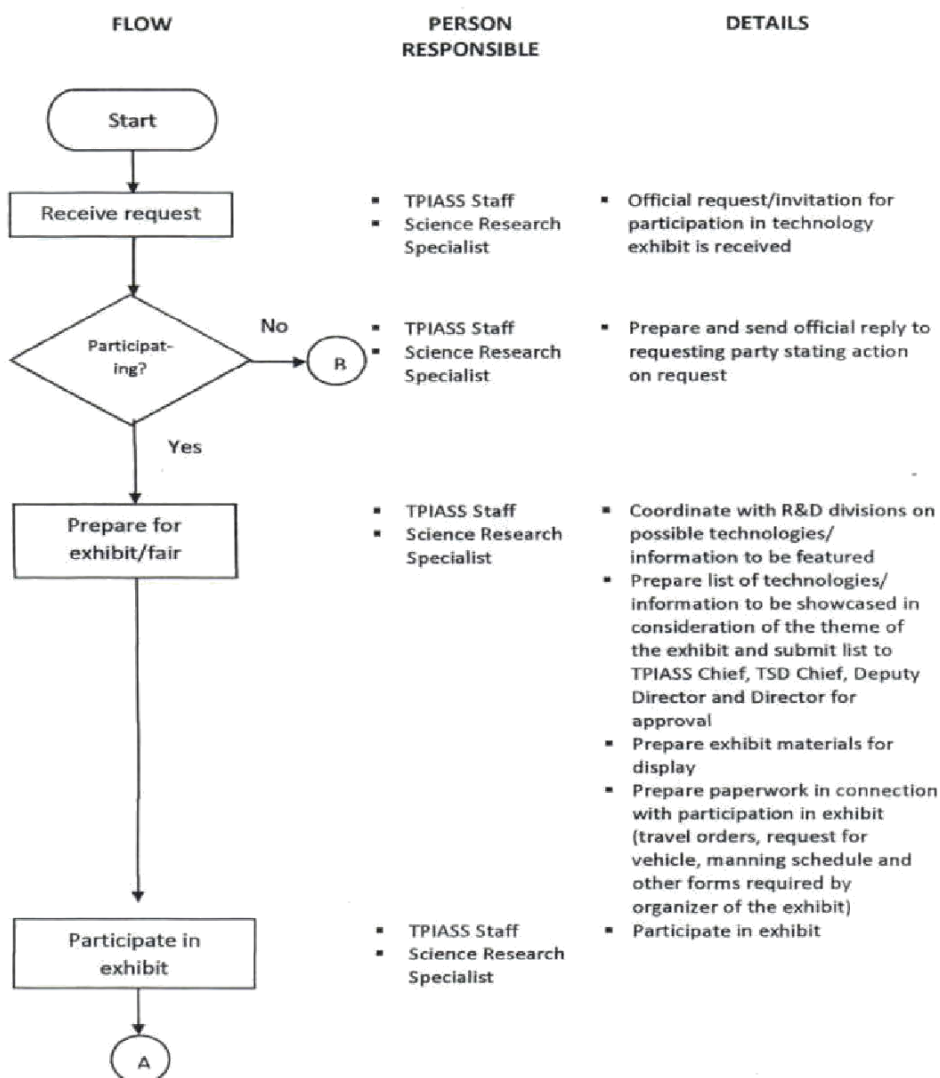


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	PROCEDURES MANUAL	REVISION NUMBER	0
	SECTION	PAGE NUMBER	2 of 3
	SUBJECT	EFFECTIVITY DATE	06 January 2016
	PARTICIPATION IN TECHNOLOGY EXHIBITS		

6.0 PROCEDURE




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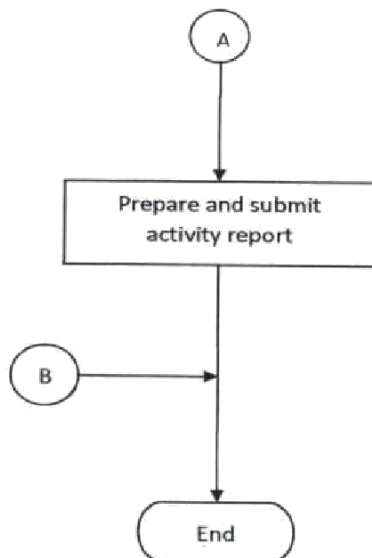
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Chief, TSD-TPIASS

Approved by:

[Signature]
DMR, TSD


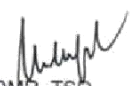
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	PROCEDURES MANUAL	REVISION NUMBER	0
SECTION	PRODUCT REALIZATION	PAGE NUMBER	3 of 3
SUBJECT	PARTICIPATION IN TECHNOLOGY EXHIBITS		




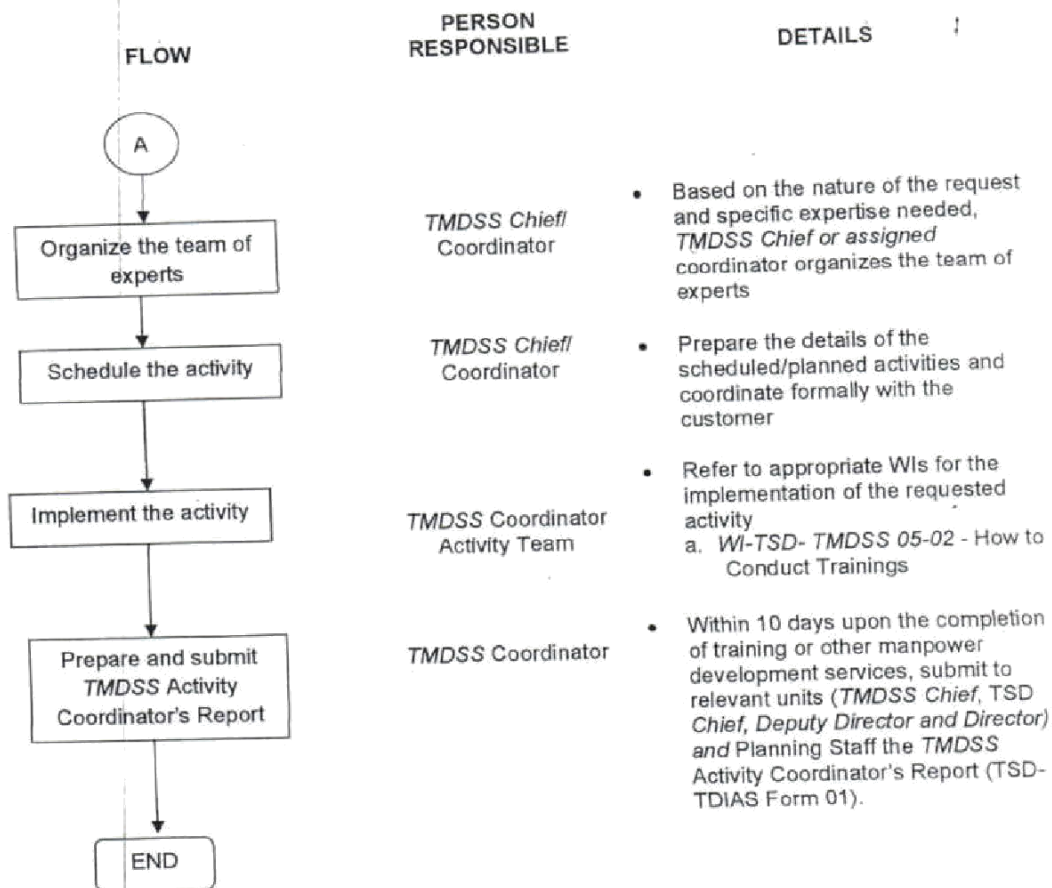
- TPIASS Staff
- Science Research Specialist


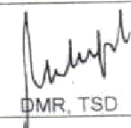
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Prepared by:  Chief, TSD-TPIASS	Approved by:  DMR, TSD
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	FOREST PRODUCTS RESEARCH AND DEVELOPMENT INSTITUTE	DOCUMENT CODE	PM-TSD- TMDSS 05-01
	PROCEDURES MANUAL	REVISION NUMBER	4
		PAGE NUMBER	Page 4 of 4
SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	15 September 2016
SUBJECT	PROVISION OF TRAINING AND OTHER MANPOWER DEVELOPMENT SERVICES		

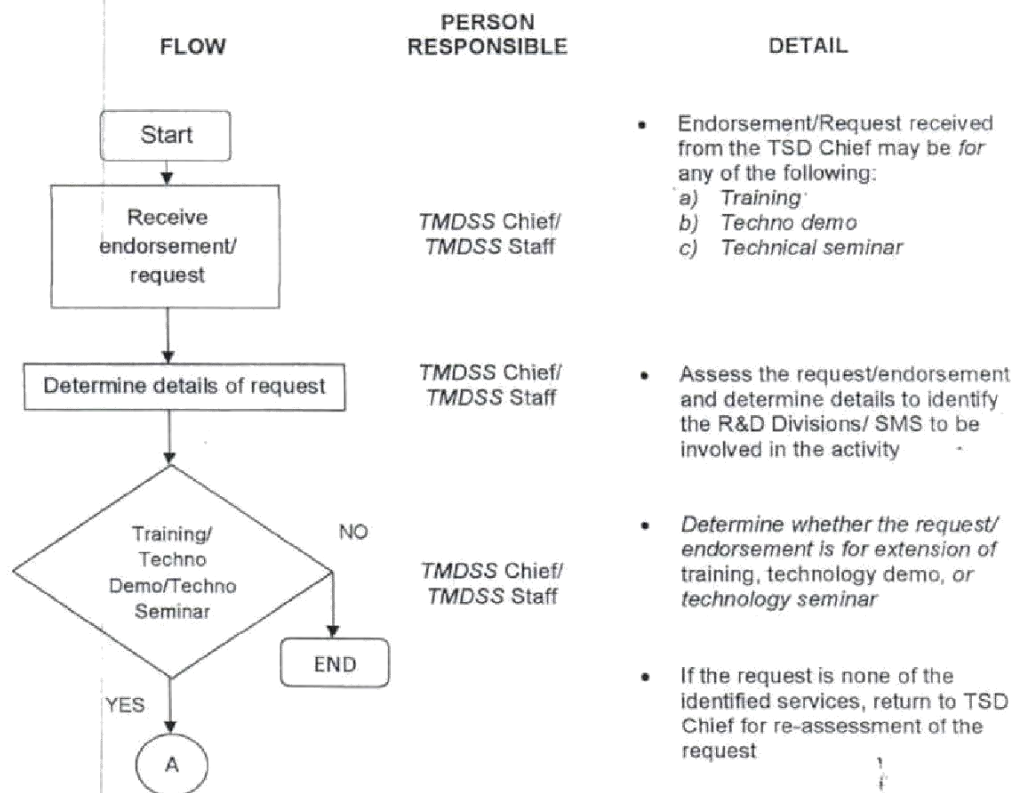



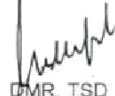
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		PAGE NUMBER	Page 3 of 4
SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	15 September 2016
SUBJECT	PROVISION OF TRAINING AND OTHER MANPOWER DEVELOPMENT SERVICES		

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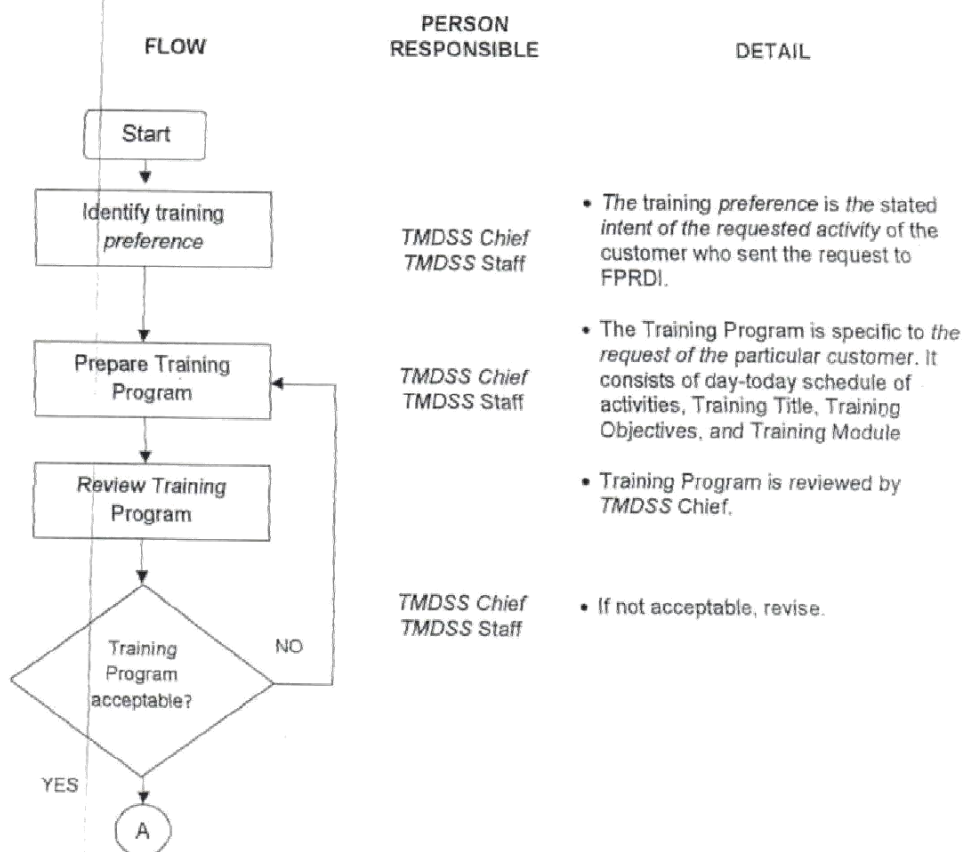



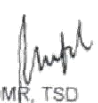
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	FOREST PRODUCTS RESEARCH AND DEVELOPMENT INSTITUTE	DOCUMENT CODE	PM- TSD- TMDSS 05-02
	PROCEDURES MANUAL	REVISION NUMBER	4
		PAGE NUMBER	Page 3 of 5
SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	15 September 2016
SUBJECT	DESIGNING TRAINING PROGRAMS AND PREPARING TRAINING PACKAGES		

6.0 PROCEDURE



Prepared by:	Approved by:
 Chief, TMDSS	 DMR, TSD

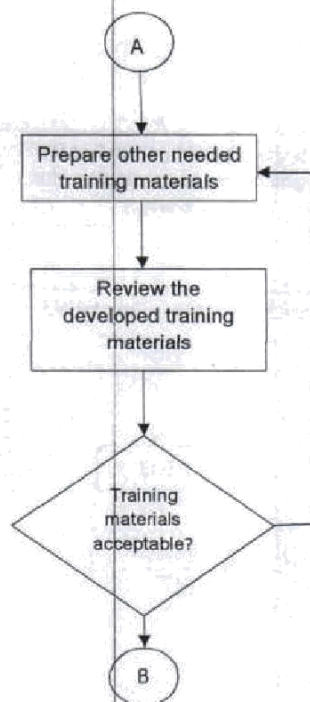
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		PAGE NUMBER	Page 4 of 5
SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	15 September 2016
SUBJECT	DESIGNING TRAINING PROGRAMS AND PREPARING TRAINING PACKAGES		

FLOW

PERSON
RESPONSIBLE

DETAILS



TMDSS Chief
TMDSS Staff

- If not available, prepare other needed training materials such as module, presentation materials and hand-outs

Concerned SMS

- If there is no existing hand-out, request the concerned SMS to develop. If the SMS has no time to prepare, request for reference materials instead and TMDSS shall prepare one.

TMDSS Chief
TMDSS Staff

- Training Module, presentation materials and hand-outs prepared are reviewed for appropriateness, consistency and coherence of information by TMDSS Chief.

TMDSS Chief
TMDSS Staff

- If not acceptable, revise.

Prepared by:

Chief, TMDSS

Approved by:

DMR, TSD

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FPRDI SCHEDULE OF FEES AND CHARGES FOR TESTING SERVICES*

ISO/IEC 17025:2005 Accredited Laboratories

I. Pulp & Paper Testing Laboratory - Physical Properties

No.	Test/Analysis	Method	Prescribed Fee
	Tear strength	ISO 1974	750.00
	Tear strength *	ISO 1974	1970.00
	Tensile strength	ISO 1924	630.00
	Tensile strength*	ISO 1924	1920.00
	Grammage/Basis weight	ISO 536	630.00
	Thickness	ISO 534	630.00
	Density	ISO 534 & ISO 536	630.00
	Brightness(ISO)	ISO 2470	910.00
	Opacity (ISO)	ISO 2471	910.00
	Dirt count*	TAPPI 437	1460.00
	Dirt count	TAPPI 437	265.00
	Edgewise Crush Test	ISO 13821	630.00
	Flat Crush Test	ISO 3035	630.00
	Ring Crush Test	ISO12192	630.00
	CMT-concure fluting	ISO 7263	1330.00
	Burst strength(board)	ISO 2759	630.00
	Burst strength (paper)	ISO 2758	630.00
	Burst strength(board)*	ISO 2759	1250.00
	Burst strength (paper)*	ISO 2758	1165.00
	Folds**	ISO 5626	265.00
	Folds***	ISO 5627	500.00
	Det'n of Water Absorptiveness	ISO 535	265.00
	Oil Penetration	TAPPI 462	265.00
	* New testing equipment		
	** short fiber		
	*** long fiber		

II. Pulp & Paper Testing Laboratory - Chemical Properties

No.	Test/Analysis	Method	Prescribed Fee
1	Moisture Content*	TAPPI 412 om-06	245.00
2	Ash Content*	TAPPI 211 om-07	320.00
3	Hot water extractives	TAPPI 207 om-08	520.00
4	1% NaOH solubility	TAPPI 212 om-07	645.00
5	Ethanol-cyclohexane extractives	TAPPI 204 om-93	1430.00
6	Lignin	TAPPI 222 om-88	735.00
7	Holocellulose	TAPPI 9 wd-75	955.00
8	Alpha, beta & gamma cellulose	TAPPI 203 om-09	1410.00
9	pH	TAPPI 509 om-88	170.00

***Approved testing fees effective May 1, 2014 as per DOST Administrative Order No. 001 series of 2014 dated May 19, 2014**

III. Plywood Testing Laboratory

No.	Test/Analysis	Method	Prescribed Fee
1	Type 1 Exterior Plywood	PNS: 196:2000	12645.00
a	Thickness Test		870.00
b	Moisture Content		3970.00
c	Shear & Wood Failure Test		7805.00
2	Type 2 Interior Plywood	PNS: 196:2000	10015.00
a	Thickness Test		870.00
b	Moisture Content		3970.00
c	Delamination Test		5175.00

IV. Furniture Testing Laboratory

No.	Test/Analysis	Method	Prescribed Fee
1	Structural/Performance Test	ISO 7173:1989	10500.00
	Flammability Test		5000.00
	Transit Test		5000.00
	Lead Content Analysis by XRF		500.00
	* per sample		

V. Chemistry and Biotechnology Laboratory

No.	Test/Analysis	Method	Prescribed Fee
	Wood & non-wood		
1	Moisture content*	TAPPI 208 om-94	245.00
2	Ash content*	TAPPI 211 om-93	320.00
3	Hot water extractives	TAPPI 207 om-93	520.00
4	1% NaOH solubility	TAPPI 212 om-88	645.00
5	Ethanol-cyclohexane extractives	TAPPI 204 om-93	1430.00
6	Lignin	TAPPI 222 om-08	735.00
7	Holocellulose	TAPPI 44:230	955.00
8	Alpha, beta & gamma cellulose	TAPPI 203 om-09	1410.00
9	Starch content**	Humprey & Kelly	490.00
10	Tannin content**	TAPPI Standard	435.00
11	Total sugars**	TAPPI Standard	400.00
12	Total carbohydrates**	TAPPI Standard	400.00
	Fats & Oils		
13	Specific gravity	TAPPI Standard	265.00
14	Saponification number*	TAPPI Standard	430.00
15	Iodine number (Wijs method)*	TAPPI Standard	1220.00
16	Peroxide value*	TAPPI Standard	685.00
17	Free fatty acid number	TAPPI Standard	480.00
	Adhesives		
18	Total solids	TAPPI Standard	490.00
19	pH	TAPPI Standard	170.00
20	Volatile matter	TAPPI Standard	490.00
21	Formaldehyde emission (ASTM)	ASTM Standard	3670.00
	(ISO)	ISO Standard	4830.00
	(JIS)	JIS Standard	3180.00

***Approved testing fees effective May 1, 2014 as per DOST Administrative Order No. 001 series of 2014 dated May 19, 2014**

	Other Tests/Services		
22	FT-IR spectral analysis	FT-IR Std. Procedure	1100.00
23	DSC Thermal analysis	DSC Std. Procedure	1200.00
24	TGA Thermal analysis	TGA Std. Procedure	1400.00
25	Phytochemical Screening	UST Method (ACTA Manilana)	300.00

* fee per phytochemical component

* minimum of 2 samples per test

** minimum of 3 samples per test

VI. Structural Testing Laboratory

No.	Test/Analysis	Method	Prescribed Fee
1	Wall Compression	TAPPI Standard	875.00
2	Wall Shear	TAPPI Standard	875.00
3	Static Bending	TAPPI Standard	875.00

VII. Physical & Mechanical Properties Laboratory

No.	Test/Analysis	Method	Prescribed Fee
1	Static bending	ASTM D 143	450.00
2	Comp. parallel to grain	- do -	450.00
3	Comp. perpendicular to grain	- do -	450.00
4	Shear parallel to grain	- do -	360.00
5	Hardness	- do -	360.00
6	Nail withdrawal	- do -	445.00
7	Screw withdrawal	- do -	450.00
8	Spike holding	- do -	540.00
9	Cleavage	- do -	360.00
10	Tension parallel to grain	- do -	360.00
11	Toughness	- do -	250.00
12	Moisture determination	- do -	315.00
13	Relative density	- do -	315.00
14	Shrinkage	- do -	385.00
15	Comp. hollow blocks	ASTM C 140 - 12	260.00
16	Comp. Concrete cylinder	ASTM C 873 - 04	275.00
17	Comp. pallet	ASTM D 642/ISO 8611	615.00

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18	Comp. corrugated boxes-small	PNS ISO 6780:2005	300.00
19	Comp. corrugated boxes-big	ASTM D 642	600.00

VIII. Wood Anatomy Laboratory

No.	Test/Analysis	Method	Prescribed Fee
1	SEM analysis	SEM Manual: FEI Inspect S50	3100.00
2	Fiber analysis	TAPPI 401	3000.00
3	Wood Identification	IAWA: Standards and Procedures for Description of Dicotyledonous Woods; Wood Identification Handbook for Phil. Timbers v.1&2; Comparison with authentic wood sample	450.00
4	Herbarium Identification	Comparison with existing herbarium samples, identification keys and descriptions from different books, journals and websites	450.00

IX. Biomass Energy Testing Laboratory

No.	Test/Analysis	Method	Prescribed Fee
1	Heating value	ASTM 5865	1320.00
2	Proximate chemical analysis	ASTM 3172	1660.00

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Feedback, Complaints and Redress Mechanisms

1. Feedback mechanisms

The customer's level of satisfaction and feedback information is measured using the customer satisfaction measurement (CSM).

- The Public Assistance and Complaint Desk Officer (PACDO) or the Document Custodian gives CSM forms to customer during release of test certificates. The customer is guided in filling up the form.
- The Receiving Officer evaluates responses of the customer. Responses are analyzed on a monthly basis. The Supervisor undertakes immediate action when ratings received are below satisfactory.
- The Supervisor also monitors actions taken by verifying causes of negative feedback and the effectiveness of actions taken.

2. Complaints

Complaints that arise from in competence of the Testing Laboratories or doubts on compliance with relevant procedures are promptly investigated and resolved. The procedure for handling customer complaints is outlined in the Operational Procedure of the FPRDI Testing Laboratory MOP-4.8.1.

- Complaints made through phone and those from walk-in customers are documented by the Receiving Officer.
- MOP-4.8-F1 is filled-up and received by the Receiving Officer addressed to the Director, the attention to the Quality Manager.
- The Receiving Personnel forwards complaints to the Quality Manager.
- The Quality Manager investigates the complaints and recommends corrective actions.
- The effectiveness of the corrective action is monitored by following MOP 4.1.11.
- The Quality Manager informs the customer of the results either in writing or through phone. All written correspondence for customers is noted by the concerned Division Chief and signed by the Director.

The concerned laboratory maintains records of all complaints, results of investigations and corrective actions taken. The Quality Manager takes notes of all the correspondence made by the Testing Labs with respect to a complaint from customers or other parties.

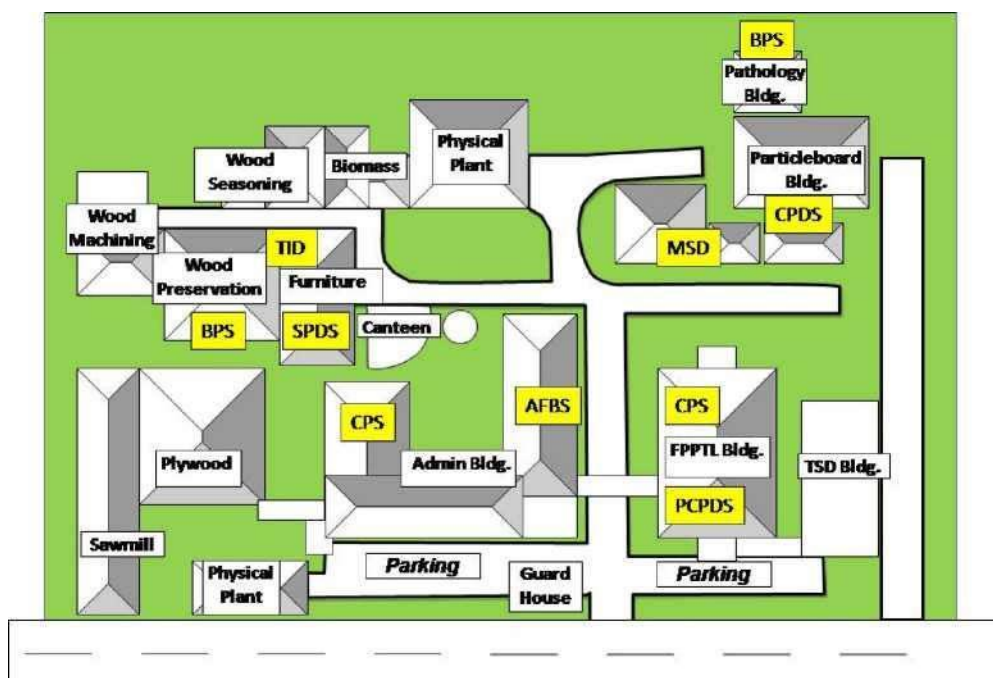
Complaints greatly affect the integrity of FPRDI, the concerned Division Chief and the Director will sign all correspondence with the complainants.

3. Redress Mechanisms

FPRDI's Testing Laboratories will apologize in behalf of the Institute or the erring personnel in situations where services are delayed. They will also offer assurance that mistakes will not happen again. An explanation for the cause of delay of the services will also be sent through fax, text, phone or email whichever is convenient to the customer. Free delivery of test certificates may also be done as redress mechanisms for testing delays due to brownouts or natural calamities.

For inquiries, contact

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