



Version 5

# NON- DESTRUCTIVE TECHNIQUES SERVICE FACILITY OF THE MNCN- CSIC OPERATION

<b>MODIFICATION CONTROL</b>			
<b>VERSION</b>	<b>PUBLICACION</b>	<b>AFFECTED POINTS</b>	<b>CHANGES COMPARED TO THE LAST VERSION</b>
01	06/05/2020		
02	24/11/2021	Page 5 & 8	- Contact Information - Online Sessions
03	04/10/2023	Page 5 & 10	- Updated telephone contact - Invoice generation upon user request - Adding the watermark and confidentiality of a public document of the STND
04	05/03/2024	Page 5	- New Equipment addition, logo changes
05	12/12/2024	All Page 5 & 8	- New RedlaB logo - WDS out document - Delivery of samples and results in non presense sessions



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## 1. PURPOSE AND SCOPE

The purpose of this document is to regulate the form and conditions of use of the services provided by the Non-Destructive Techniques Service of the National Museum of Natural Sciences belonging to the Higher Council for Scientific Research (hereinafter STND-MNCN-CSIC) for both CSIC and external users, whether on a service or self-service basis.

## 2. DEFINITIONS AND ABBREVIATIONS

- User: natural person who contracts the service.
- Self-service user: natural person authorized by the STND-MNCN-CSIC who, after having received a training course, is able to use certain equipment of the Service in a self-service mode.
- SE: Test Request.
- IP: Principal Investigator. Person who will be responsible for the requested test, for the person who comes to the laboratory and for the service rate/fee payment.

## 3. BIBLIOGRAFIC REFERENCIAS

- ISO 9000:2015 Quality management systems: Fundamentals and vocabulary
- ISO 9001:2015 Quality management systems. Requirements

## 4. LOCATION

**Museo Nacional Ciencias Naturales-CSIC**  
C/ José Gutiérrez Abascal nº 2  
28006-Madrid  
Geology Building. Industrial Engineering Faculty



## 5. CONTACT INFORMATION

\*Telephone: 914111328; extension: 443652-443492-443586- Offices  
443682- X-ray Tomography  
443533-Electronic Microscopies  
443681-Confocal Microscopies  
443681-Raman Spectroscopy  
443416-X-Ray Diffraction

\*Email: [info\\_tecnicasnoestructivas@mncn.csic.es](mailto:info_tecnicasnoestructivas@mncn.csic.es)

\*Webpage: <https://www.mncn.csic.es/es/investigaci%C3%B3n/servicios-cientifico-tecnicos/servicio-de-tecnicas-no-destructivas>

## 6. STND-MNCN-CSIC SERVICE COMMITMENT

The STND, in compliance with the guidelines and regulations of the MNCN-CSIC, is committed to providing an efficient and quality service for the development and performance of chemical, physical and morphological tests through the services offered in the CSIC Catalogue of Services performed using the following techniques:

- ATD/TGA Thermal Analysis
- High Vacuum Scanning Electron Microscopy
- Controlled Pressure Scanning Electron Microscopy
- Field Emission-CRYO FEGSEM Microscopy
- Elemental Analysis -EDS
- Cathodoluminescence Analysis- CL
- Laser Scanning Confocal Microscopy
- 3D Microscopy-Interferometry-Perfilometry
- RAMAN Spectroscopy
- RAMAN-LINKAM
- X-Ray micro-Diffraction
- X ray micro-Computed Tomography – CT SCAN
- Critical Point dehydration – sample preparation
- Sample coating with Au or C

The samples and related documentation provided to the STND by users will not be used for purposes other than those specified in the test requests or, where applicable, in the Collaboration Agreements signed between users and MNCN. Once the results have been delivered, the STND will be responsible for the conservation of the samples that users have not taken for a maximum of one month; after this time, they will be



disposed of in accordance with the MNCN-CSIC waste management regulations. The test results obtained at the STND will remain confidential for an indefinite period, unless there is a request that has the written approval of the user, and their availability will be guaranteed for 5 years.

## 7. USER COMMITMENT

To request a service, it is mandatory to fill out a test request (SE), which will indicate the service or services required by the user and the number of samples and, in addition, if necessary, the conditions of the analysis. When users request a service and are registered in the STND, they are accepting these operating rules, as well as the specific operating rules of each of the equipment specified in point 6 of this document, published on our website.

The user agrees to:

1. Inform the STND of any danger that their samples may cause to the occupational health and safety of all service personnel. If the samples are dangerous, documentation must be provided with the safety data for them. In these cases, the STND may reject the samples if it considers that there are unacceptable risks for the workers or for the Service equipment.
2. Provide the STND technicians with all the information available to the user regarding the characteristics and properties of their samples, in order to safeguard the scientific-technical equipment.
3. Respect and follow the instructions or procedures provided by the STND staff for the use and handling of the equipment that is self-service. In addition, the self-service user must inform the service staff of any anomaly detected or malpractice carried out during the analysis. If a breakdown occurs in one of the STND's equipment as a result of the use of inappropriate samples, or due to misuse of the equipment in the case of self-service users, the cost of the breakdown may be charged to the person responsible for paying for the requested test.
4. Update, if necessary, your personal and billing data by communicating with the STND.
5. Do not disclose, reproduce or exploit, without prior authorization from the Service, any information related to the activities carried out in the Service, the procedures used in the samples studied, or any other information protected by



intellectual property laws, industrial design, trademarks and patents and the provisions that develop them.

6. Maintain confidentiality regarding all personal data regarding technicians, users and third parties that you become aware of through the use of the STND services.

**Users of the STND are advised to inform the Service by sending a publication when the results provided by the Service result in publications.**

## 8. ACCESS TO THE STND-MNCN

Access to the Service and its laboratories is controlled by the MNCN-CSIC security staff.

Therefore, access by users, suppliers, visitors and auditors who come to the STND must be made by appointment and arranged with the STND technicians, so as not to interfere with the daily work of the Service staff. Visits must be requested with sufficient advance notice so that they can be planned by the Service staff.

## 9. SERVICE PROVISION

The request for any of the services offered by the STND, which are included in the CSIC Services Catalogue, will be carried out following the procedure in ANNEX 1. All work carried out at the STND will be carried out under order reflected in a Test Request (SE).

Prior to requesting the service, the user may request any type of information relevant to the services they wish to carry out via email to the STND technical staff.

The STND offers different types of sessions:

1. **In-person sessions:** these require the presence of users. The user brings the samples with him/her and takes them with the results at the end of the session. In the event of having to leave the samples at the STND before the session, or to collect the results and/or samples after the session, the user must request an appointment to do so with the STND staff. The samples must be uniquely identified in their test request to ensure their traceability.
2. **Non-Presence sessions:** the technician performs the service without the presence of the user. In this case, the user may leave the samples, by

appointment, or send them by mail. In both cases, the STND Test Request document must be filled out beforehand. If requested, the user may be present remotely (on line) during the tests. For the delivery of samples and the collection of both samples and results, it is essential to be attended to by appointment by STND staff, and samples cannot be deposited or collected without an appointment. The tests and the delivery of results will be carried out as stipulated with the user at the time of receipt of the samples and specified in the SE. The user, in the event that he/she collects his/her results and/or samples in person at the Service, will leave evidence of the withdrawal of the same by recording his/her name, signature and date on the SE.

3. **Self-service sessions** (only for equipment that offers this type of sessions): the user must fill out the Test Request before being able to access the session and, after having completed a prior course, will analyse his/her own samples. At the end of the session, the user takes his/her samples and results with him/her before leaving.

In the case of tests that involve subsequent processing of the data obtained, preparation of a report on the data, or that come from samples deposited to be carried out in non-face-to-face sessions, a date and method of delivery of results will be agreed with the user.

The standardised work procedures used by STND technicians will never be transferred to the user, and they may provide them with the information necessary to interpret the results. If requested, STND technicians may provide users with information on the equipment used for their analyses.

## 10. RATES & FEES

STND rates are approved annually by the CSIC, through their acceptance and validation of publication in the CSIC Services Catalogue, and are published therein.

On our website there is a list with the current rates that will be applied to the services provided. If the user wishes, he or she can request an invoice quote from the Service prior to the analysis, which will be an estimate, since sometimes the final amount of the invoice cannot be established until the analysis is completed.

In the event of exceptional circumstances of strategic interest to the Service or to the MNCN-CSIC, agreements may be signed or discounts may be applied that imply a modification of the rates.



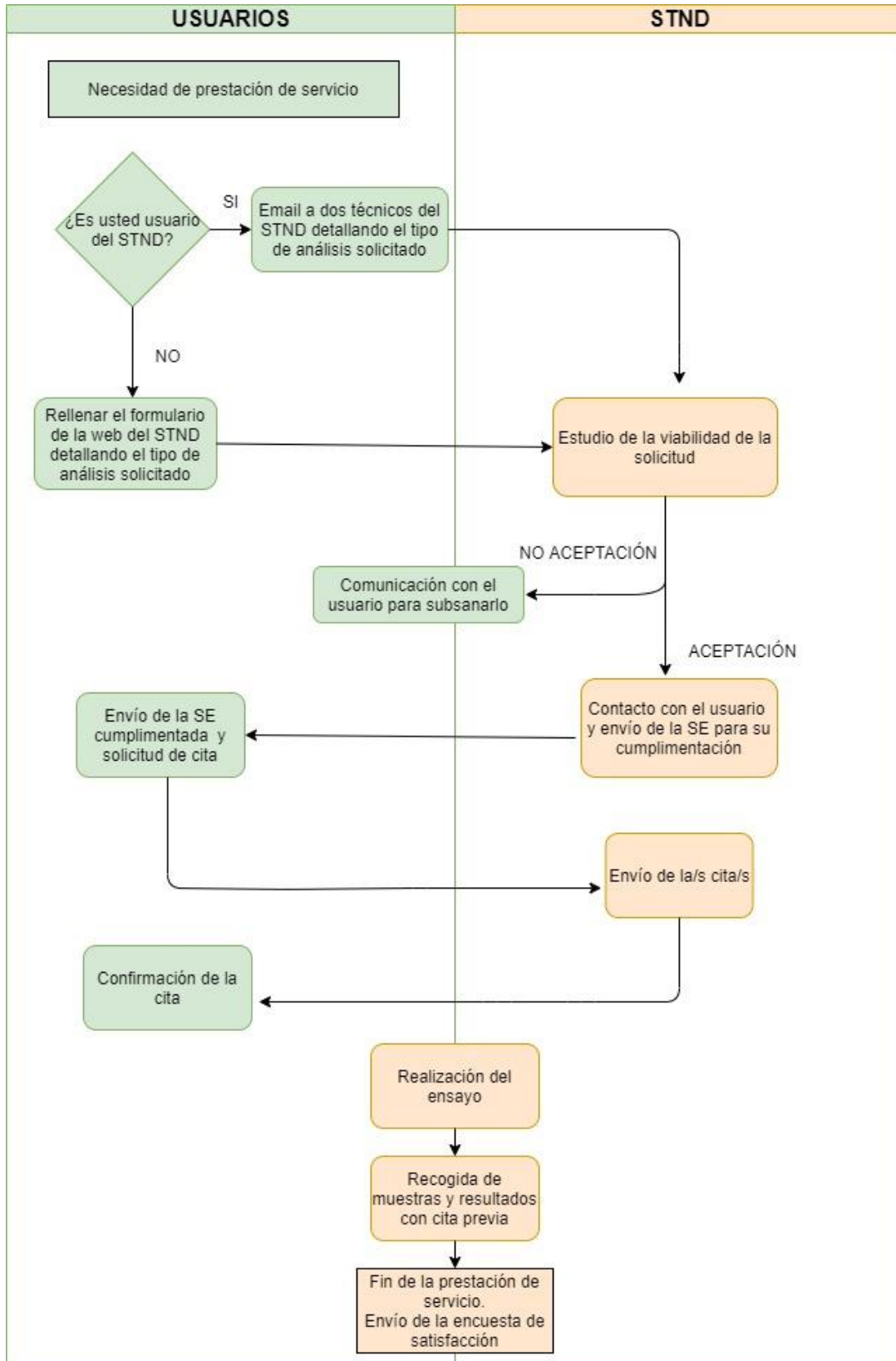
## 11. USER SERVICE

The user service department is made up of technical staff working at the STND. In the event of any disagreement, complaint, claim or suggestion regarding the operation of this service, the user may report it by email to the STND or through any other communication channel.

One of the priorities of the National Museum of Natural Sciences is the continuous improvement of the services it offers to the public. For this reason, it is essential for this institution to offer all visitors the necessary channels for their participation. These channels are defined in our MNCN Service Charter. All users can participate in improving the quality of the services obtained by submitting suggestions for improvement, complaints and thanks regarding the operation of this Institution belonging to the CSIC State Agency. <https://sede.csic.gob.es/quejas-y-sugerencias-app/public/index.html>

The CSIC also has a complaints and suggestions service available to citizens <https://sede.csic.gob.es>

**ANNEX 1: REQUEST FOR SERVICE PROVISION AT STND-MNCN**





*“The user will be responsible for the safekeeping and use of this documentation, emphasizing good practice. Please note that all rights are reserved under current legislation on Intellectual Property. This material may not be reproduced, stored or transmitted (either in whole or in part) by any means, whether electronic, chemical, mechanical, optical, computer, recording or photocopying, without prior authorization from STND.”*