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Global Veterinary Diagnostic Laboratory Equipment Management and Sustainability and Implications for Pandemic Preparedness Priorities

Appendix

The following pages show the WOAH Equipment Management and Sustainability Survey that was used in 2019 to assess the status of laboratory equipment maintenance, calibration, and repair in veterinary diagnostic laboratories globally.

Laboratory Equipment Status Questionnaire for Maintenance/Repair/Calibration - Part I

Background

The main objective of the survey is to assess the status of laboratory equipment maintenance, repair, and calibration for the purposes of a policy paper on "Investment Needs for Sustainable Laboratories". The intention of that policy paper is to provide an evidence-base for investments in the good management of laboratories with a view to sustainable laboratory biosafety and biosecurity. In addition to this paper, the OIE will enhance the PVS Sustainable Laboratories Tool recognizing that equipment maintenance, repair and calibration are critical components for sustainable laboratory biosafety and biosecurity. The paper will also explore how such investments could encourage local market development to respond to laboratory needs for sustainable laboratory biosafety and biosecurity to mitigate the security and health risks associated with a lack of sustainable resources for veterinary laboratories.

You are requested to collect information on laboratory equipment inventory and maintenance practices from the laboratory where you work. If you don't work in a laboratory, please send the questionnaire to be filled by the laboratory management of the public veterinary laboratories in your national network. Some questions should be answered about the whole national laboratory network in your country, while others should be answered about the laboratory where you work. The differences between these questions are clearly stated.

Unless otherwise stated, questions should be answered for 2018, or the most recent year for which you have information. For any issues or for clarification, please contact the Sustainable Laboratories Team for support at b.nyange@oie.int. Please complete the questionnaire by 17 May 2019.

Definitions

These definitions are proposed for the purposes of this survey.

Maintenance: For the purposes of this survey, 'maintenance' refers to preventive maintenance which is carried out in accordance with a specified time schedule, involving functional checks and servicing, replacement of consumables, etc.

Repair : Corrective maintenance carried out after failure or detection of a fault, in order to restore equipment to working order, including repairing or replacing parts of the equipment

Calibration: Precise adjustments made to laboratory equipment to ensure accurate measurement for a particular function and to establish the metrological traceability of the reported results

Malfunctioning: Equipment not working properly, that may require maintenance, repair, or calibration Local service provider: A service provider within a country

Local service provider: A service provider within a country

External service provider: A service provider outside a country

National laboratory network: All laboratories working in the veterinary domain in a country; for the purposes of this survey, only public laboratories

Central veterinary laboratory: The most advanced laboratory in a country; in some cases, the national reference laboratory of one or more diseases, and often in the administrative capital of a country

On loan equipment: Equipment that is provided by a manufacturer, supplier, university, partner, or other organisation for a limited Custom Data 1

A. Respondent Identification

First Name

Last Name

Country	
Are you the OIE National Laboratory Focal Point nominated by the OIE Delegate?	
Job Title	
At which level is the veterinary laboratory where you work?	
Other (please specify)	

B. National Laboratory Network

As a Focal Point, Information you provide in this section will allow us to understand the size of your

country's national laboratory network.

How many public veterinary laboratories were operating in your national laboratory network in 2018? How many public veterinary laboratories are there at the central, federal, or national level in your country?

ow many public veterinary laboratories are there at the provincial or state level in your country?

How many public veterinary laboratories are there at the district or local

level in your country?

Are you currently working in a laboratory ?

Some responses in the questionnaire should be provided by personnel working day-to-day on laboratory resource management and equipment inventory. If you are not currently working in a laboratory, please forward this excelfile to laboratory directors of all public veterinary laboratories in your country so that they may complete the questionnaire. Please feel free to circulate to any and all laboratory management in your national veterinary laboratory network.

At which level is the veterinary laboratory where you work?	
Other (please specify)	
What types of testing/procedures are performed at your laboratory?	

C. Equipment Inventory	
Information you provide in this section will allow us to understand the inventory practices in your	
country's national laboratory network.	
How often is the laboratory equipment inventory done per year in your laboratory?	
Do you have "on loan" equipment in your laboratory?	
What percentage of equipment in your laboratory is "on loan"?	
Do you have donated equipment in your inventory?	
What percentage of equipment in your laboratory is donated?	

D. Barriers to service procurement for laboratory equipment maintenance	
Information you provide in this section will inform on barriers to procurement of preventive	
maintenance, calibration, and repair services for laboratory equipment.	
Please choose the top 3 causes of malfunctioning or not working equipment that need repair in your	
laboratory	
Over usage of equipment	
Software/technology problems of the equipment	
Equipment not maintained according to schedule	
Power/electricity problems	
Improper usage of equipment	
Poorly trained personnel using the equipment causing it to break	
Physical accidents (dropped, water damage, etc)	
Staff don't know how to use, start, or operate	
Other	
Other (please specify)	
Please choose the top 3 reasons why you procure maintenance services for laboratory equipment?	
The equipment show signs of malfunction, but is still working	
Preventive maintenance is required by law	
To keep accreditation/certification status	
Routine maintenance is scheduled according to time/date of last service	
High demand for analyses linked to particular equipment, so it is important that equipment works	
properly	
To satisfy clients and maintain revenue	
To ensure accurate results	
Planned/scheduled according to the SOP	
Planned/scheduled according to usage/number of analyses run	
Other	
Other (please specify)	
Please choose the top 3 reasons why you procure calibration services for laboratory equipment?	
The equipment shows signs of malfunction, but is still working	
Calibration is required by law	
To keep accreditation/certification status	
Routine calibration is scheduled according to time/date of last service	

High demand for analyses linked to particular equipment, so it is important that equipment works	
properly	
To satisfy clients and maintain revenue	
To ensure accurate results	
Planned/scheduled according to the SOP	
Planned/scheduled according to usage/number of analyses run	
Other	
Other (please specify)	
Please choose the top 3 barriers you encounter to procuring maintainance, repair, and calibration	
services for your laboratory equipment.	
Services are too expensive	
There are no local service providers	
Insufficient budget allocated	
No in-house expertise	
Not prioritized in management activities	
Don't know which service providers to use	
Expertise is not available	
Spare parts are not available	
Consummables (filters, etc) are expensive	
Procurement of external services is difficult	
Other	
Other (please specify)	
If you have two pieces of equipment that need to be repaired, but only enough budget to repair one	
piece of equipment, which top 3 factors influence your decision?	
High demand for analyses linked to equipment	
Loss of profit if equipment is out of service for long period of time	
Loss of capacity to process high sample throughput	
Spare parts are available for one and not the other	
Age of equipment	
Availability of local service provider	
Cost of service to repair	
Availability of alternative testing method	
Other	
Other (please specify)	
What do you do with obsolete, damaged, or outdated equipment? (Up to 3 choices possible)	
, , , , , , , , , , , , , , , , , , , ,	

Put into storage/move out of the laboratory	
Label 'Out of Service – Do Not Use'	
Isolate equipment in the laboratory	
Nothing; staff know it doesn't work	
Put in trash/waste	
Incinerate	
Other	
Other (please specify)	
E. Service Providers	
Information you provide in this section will help to inform on the service providers you use.	
Do you have a preventive maintenance programme in your laboratory?	
Do you have in-house competencies for equipment maintenance and minor repairs?	
Do you have in-house competencies for calibration of laboratory equipment?	
In your opinion, is there sufficient local service expertise and providers for laboratory equipment	
maintenance, calibration, and repair in your country?	
In your opinion, what proportion of all maintenance, repair, and calibration services is provided by	
each of the types of services providers listed below?	
In-house competencies (fill in %)	
Local service providers (fill in %)	
External service providers (fill in %)	
Other (fill in %)	
In your opinion, what percentage of all laboratory equipment in your laboratory is not in proper	
working order for any reason?	
What is your level of satisfaction with local service providers?	
What factors contribute to your satisfaction? (3 choices possible)	
Price	
Quality of service	
Superior technical expertise	
Easy to contact	
Available to do work	
Donor recommendation/requirement	
Proximity	
Quick service	
Other	
Other (please specify)	

What is your level of satisfaction with external service providers?	
What factors contribute to your satisfaction? (3 choices possible)	
Price	
Quality of service	
Superior technical expertise	
Easy to contact	
Available to do work	
Donor recommendation/requirement	
Proximity	
Quick service	
Other	
Other (please specify)	

F. BUDGETING	
Information you provide in this section will help to understand the budgetary context in which you	
work and procure services related to laboratory equipment.	
Are maintenance, repair, and calibration services generally included in your annual operational	
budget?	
What percentage of your annual budget allocation in 2018 was dedicated to equipment	
maintenance, calibration, and repair? (%)	
In your opinion, is your annual budget allocation for equipment maintenance, calibration, and repair	
sufficient?	
Who typically funds your laboratory and/or its activities? Check all that apply.	
Government/Veterinary Services	
Government/Other	
Bilateral donors	
Private investors	
Non-governmental Organizations (NGO)	
International organizations	
Other	
Other (please specify)	

Who typically funds maintenance, calibration, and repair of laboratory equipment? Check all that	
apply.	
Government/Veterinary Services	
Government/Other	

Bilateral donors	
Private investors	
Non-governmental Organizations (NGO)	
International organizations	
Other	
Other (please specify)	

Thank you for your time spent providing answers to Part 1 of this questionnaire. Please proceed to Part 2 of the questionnaire

Laboratory Equipment Status Questionnaire for Maintenance/Repair/Calibration - Part I

Background

The main objective of the survey is to assess the status of laboratory equipment maintenance, repair, and calibration for the purposes of a policy paper on "Investment Needs for Sustainable Laboratories". The intention of that policy paper is to provide an evidence-base for investments in the good management of laboratories with a view to sustainable laboratory biosafety and biosecurity.

In addition to this paper, the OIE will enhance the PVS Sustainable Laboratories Tool recognizing that equipment maintenance, repair and calibration are critical components for sustainable laboratory biosafety and biosecurity. The paper will also explore how such investments could encourage local market development to respond to laboratory needs for sustainable laboratory biosafety and biosecurity to mitigate the security and health risks associated with a lack of sustainable resources for veterinary laboratories.

Instructions for the Survey

You are requested to collect information on laboratory equipment inventory and maintenance practices from the laboratory where you work. If you don't work in a laboratory, please send the questionnaire to be filled by the laboratory management of the public veterinary laboratories in your national network.

Some questions should be answered about the whole national laboratory network in your country, while others should be answered about the laboratory where you work. The differences between these questions are clearly stated.

Unless otherwise stated, questions should be answered for 2018, or the most recent year for which you have information.

For any issues or for clarification, please contact the Sustainable Laboratories Team for support at b.nyange@oie.int.

Please complete the questionnaire by 17 May 2019.

Definitions

These definitions are proposed for the purposes of this survey.

Maintenance: For the purposes of this survey, 'maintenance' refers to preventive maintenance which is carried out in accordance with a specified time schedule, involving functional checks and servicing, replacement of consumables, etc.

Repair : Corrective maintenance carried out after failure or detection of a fault, in order to restore equipment to working order, including repairing or replacing parts of the equipment

Calibration: Precise adjustments made to laboratory equipment to ensure accurate measurement for a particular function and to establish the metrological traceability of the reported results

Malfunctioning: Equipment not working properly, that may require maintenance, repair, or calibration Local service provider: A service provider within a country

Local service provider: A service provider within a country

External service provider: A service provider outside a country

National laboratory network: All laboratories working in the veterinary domain in a country; for the purposes of this survey, only public laboratories Central veterinary laboratory: The most advanced laboratory in a country; in some cases, the national reference laboratory of one or more diseases, and often in the administrative capital of a country

On loan equipment: Equipment that is provided by a manufacturer, supplier, university, partner, or other organisation for a limited amount of time for trial, testing, or research, while always belonging to the lender.

Donated equipment: Equipment that is given by a partner for an unlimited amount of time and belongs to the beneficiary laboratory.

A. Respondent Identification

A Respondent identification	
First Name	
Last Name	
Country	
Are you the OIE National Laboratory Focal Point nominated by the OIE Delegate?	
Job Title	
At which level is the veterinary laboratory where you work?	
Other (please specify)	

B. National Laboratory Network	
As a Focal Point, Information you provide in this section will allow us to understand the size	
of your country's national laboratory network.	
How many public veterinary laboratories were operating in your national laboratory network	
in 2018?	
How many public veterinary laboratories are there at the central, federal, or national level in	
your country?	
How many public veterinary laboratories are there at the provincial or state level in your	
country?	
How many public veterinary laboratories are there at the district or local	
level in your country?	
Are you currently working in a laboratory ?	

Some responses in the questionnaire should be provided by personnel working day-to-day on laboratory resource management and equipment inventory. If you are not currently working in a laboratory, please forward this excelfile to laboratory directors of all public veterinary laboratories in your country so that they may complete the questionnaire. Please feel free to circulate to any and all laboratory management in your national veterinary laboratory network.

At which level is the veterinary laboratory where you work?	
Other (please specify)	
What types of testing/procedures are performed at your laboratory?	

Information you provide in this section will allow us to understand the inventory practices in	
your country's national laboratory network.	
How often is the laboratory equipment inventory done per year in your laboratory?	
Do you have "on loan" equipment in your laboratory?	
What percentage of equipment in your laboratory is "on loan"?	
Do you have donated equipment in your inventory?	
What percentage of equipment in your laboratory is donated?	

Information you provide in this section will inform on barriers to procurement of preventive	
maintenance, calibration, and repair services for laboratory equipment.	
Please choose the top 3 causes of malfunctioning or not working equipment that need	
repair in your laboratory	
Over usage of equipment	
Software/technology problems of the equipment	
Equipment not maintained according to schedule	
Power/electricity problems	
Improper usage of equipment	
Poorly trained personnel using the equipment causing it to break	
Physical accidents (dropped, water damage, etc)	
Staff don't know how to use, start, or operate	
Other	
Other (please specify)	

Please choose the top 3 reasons why you procure maintenance services for laboratory	
equipment?	
The equipment show signs of malfunction, but is still working	
Preventive maintenance is required by law	
To keep accreditation/certification status	
Routine maintenance is scheduled according to time/date of last service	
High demand for analyses linked to particular equipment, so it is important that equipment	
works properly	
To satisfy clients and maintain revenue	
To ensure accurate results	
Planned/scheduled according to the SOP	
Planned/scheduled according to usage/number of analyses run	
Other	
Other (please specify)	

Please choose the top 3 reasons why you procure calibration services for laboratory	
equipment?	
The equipment shows signs of malfunction, but is still working	
Calibration is required by law	
To keep accreditation/certification status	
Routine calibration is scheduled according to time/date of last service	
High demand for analyses linked to particular equipment, so it is important that equipment	
works properly	
To satisfy clients and maintain revenue	
To ensure accurate results	
Planned/scheduled according to the SOP	
Planned/scheduled according to usage/number of analyses run	
Other	
Other (please specify)	

Please choose the top 3 barriers you encounter to procuring maintainance, repair, and	
calibration services for your laboratory equipment.	
Services are too expensive	
There are no local service providers	
Insufficient budget allocated	
No in-house expertise	
Not prioritized in management activities	
Don't know which service providers to use	
Expertise is not available	
Spare parts are not available	
Consummables (filters, etc) are expensive	
Procurement of external services is difficult	
Other	
Other (please specify)	

If you have two pieces of equipment that need to be repaired, but only enough budget to repair one piece of equipment, which top 3 factors influence your decision?	
High demand for analyses linked to equipment	
Loss of profit if equipment is out of service for long period of time	
Loss of capacity to process high sample throughput	
Spare parts are available for one and not the other	
Age of equipment	
Availability of local service provider	
Cost of service to repair	
Availability of alternative testing method	
Other	
Other (please specify)	

What do you do with obsolete, damaged, or outdated equipment? (Up to 3 choices possible)	
Put into storage/move out of the laboratory	
Label 'Out of Service – Do Not Use'	
Isolate equipment in the laboratory	
Nothing; staff know it doesn't work	
Put in trash/waste	
Incinerate	
Other	
Other (please specify)	

E. Service Providers	
Information you provide in this section will help to inform on the service providers you use.	
Do you have a preventive maintenance programme in your laboratory?	
Do you have in-house competencies for equipment maintenance and minor repairs?	
Do you have in-house competencies for calibration of laboratory equipment?	
In your opinion, is there sufficient local service expertise and providers for laboratory	
equipment maintenance, calibration, and repair in your country?	

In your opinion, what proportion of all maintenance, repair, and calibration services is	
provided by each of the types of services providers listed below?	
In-house competencies (fill in %)	
Local service providers (fill in %)	
External service providers (fill in %)	
Other (fill in %)	
In your opinion, what percentage of all laboratory equipment in your laboratory is not in	
proper working order for any reason?	

What is your level of satisfaction with local service providers?	
What factors contribute to your satisfaction? (3 choices possible)	
Price	
Quality of service	
Superior technical expertise	
Easy to contact	
Available to do work	
Donor recommendation/requirement	
Proximity	
Quick service	
Other	
Other (please specify)	

What is your level of satisfaction with external service providers?	
What factors contribute to your satisfaction? (3 choices possible)	
Price	
Quality of service	
Superior technical expertise	
Easy to contact	
Available to do work	
Donor recommendation/requirement	
Proximity	
Quick service	
Other	
Other (please specify)	

F. BUDGETING	
Information you provide in this section will help to understand the budgetary context in which	
you work and procure services related to laboratory equipment.	

Are maintenance, repair, and calibration services generally included in your annual	
operational budget?	
What percentage of your annual budget allocation in 2018 was dedicated to equipment	
maintenance, calibration, and repair? (%)	
In your opinion, is your annual budget allocation for equipment maintenance, calibration, and	
repair sufficient?	

Who typically funds your laboratory and/or its activities? Check all that apply.	
Government/Veterinary Services	
Government/Other	
Bilateral donors	
Private investors	
Non-governmental Organizations (NGO)	
International organizations	
Other	
Other (please specify)	

Who typically funds maintenance, calibration, and repair of laboratory equipment? Check all that apply.	
Government/Veterinary Services	
Government/Other	
Bilateral donors	
Private investors	
Non-governmental Organizations (NGO)	
International organizations	
Other	
Other (please specify)	

Thank you for your time spent providing answers to Part 1 of this questionnaire. Please proceed to Part 2 of the questionnaire

Laboratory Equipment Status Questionnaire for Maintenance/Repair/Calibration - Part II

Background

The main objective of the survey is to assess the status of laboratory equipment maintenance, repair, and calibration for the purposes of a policy paper on "Investment Needs for Sustainable Laboratories". The intention of that policy paper is to provide an evidence-base for investments in the good management of laboratories with a view to sustainable laboratory biosafety and biosecurity.

In addition to this paper, the OIE will enhance the PVS Sustainable Laboratories Tool recognizing that equipment maintenance, repair and calibration are critical components for sustainable laboratory biosafety and biosecurity. The paper will also explore how such investments could encourage local market development to respond to laboratory needs for sustainable laboratory biosafety and biosecurity to mitigate the security and health risks associated with a lack of sustainable resources for veterinary laboratories.

The aim for this questionnaire is to collect information on the management of laboratories and laboratory equipment, related to their maintenance, repair, and calibration.

Instructions for the Survey

Laboratory equipment inventory and status information will be required to fill in this questionnaire. Please prepare that information in advance in order to complete the questionnaire.

Questions which cannot be answered during the seminar can be provided in the 7 days following the seminar.

Unless otherwise stated, questions should be answered for 2018 or the most recent year.

For any issues or for clarification, please contact the Sustainable Laboratories Team for support at b.nyange@oie.int. It will take you 15 minutes to complete this survey.

Please fill out this survey by 17 May 2019.

Definitions

These definitions are proposed for the purposes of this survey and are adapted from ISO definitions, where available.

Maintenance: For the purposes of this survey, 'maintenance' refers to preventive maintenance which is carried out in accordance with a specified time schedule, involving functional checks and servicing, replacement of consumables, etc.

Repair : Corrective maintenance carried out after failure or detection of a fault, in order to restore equipment to working order, including repairing or replacing parts of the equipment

Calibration: Precise adjustments made to laboratory equipment to ensure accurate measurement for a particular function and to establish the metrological traceability of the reported results

Malfunctioning: Equipment not working properly, that may require maintenance, repair, or calibration

Local service provider: A service provider within a country

External service provider: A service provider outside a country

National laboratory network: All laboratories working in the veterinary domain in a country; for the purposes of this survey, only public laboratories Central veterinary laboratory: The most advanced laboratory in a country; in some cases, the national reference laboratory for one or more diseases, and often in the administrative capital of a country

A. Respondent Identification	
Some responses in the questionnaire should be provided by personnel working day-to-day on laboratory resource management and equipment inventory. If you are not currently working in a laboratory, please forward this excelfile to laboratory directors of all public veterinary laboratories in your country so that they may complete the questionnaire. Please feel free to circulate to any and all laboratory management in your national veterinary laboratory network.	
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B. National Laboratory Network

Information you provide in this section will allow us to understand the size of your country's	
national laboratory network.	
How many laboratories in your national laboratory network have obtained accreditation to ISO	
17025 for at least one test?	
How many laboratories in your national laboratory network have a dedicated Quality	
Manager?	
In your opinion, what percentage of all laboratory equipment in your national veterinary	
laboratory network is not in proper working order for any reason?	
In your opinion, what percentage of the annual budget should be allocated for the	
maintenance, calibration, and repair of equipment?	

C. BUDGETING

In your opinion, what are the top 3 reasons why you lack budget for equipment maintenance, repair, and calibration services?	
Administration doesn't understand importance of equipment maintenance, calibration, and repair to Human and Animal Health	
Insufficient budget for operating costs of the laboratory in general, let alone for equipment maintenance	
Too many competing budget priorities	
No "culture" for maintenance, repair and calibration in my laboratory or country	
Administration doesn't understand importance of equipment maintenance, calibration, and repair to biosafety and biosecurity	
Administration doesn't understand importance of equipment maintenance, calibration, and repair to trade	
Expectation/Experience that others will provide resources for equipment maintenance, calibration, and repair	

Other (please specify)	
In your organisation's procedures and rules, do you have requirements for service provision on the local market for laboratory equipment maintenance, calibration, or repair ?	
D. General Laboratory Equipment Inventory	
Instructions for the next section	
The next section of the questionnaire addresses your laboratory equipment status. We will as	k questions about each type of general
equipment in your laboratory. Please fill in the relevant number of each equipment.	, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
De vou houe Pielegiest Cohinete - Class Lin vour leberatory?	
Do you have Biological Safety Cabinets – Class I in your laboratory? Please provide the relevant number of biosafety cabinets – class I in your laboratory.	
How many do you have in your laboratory?	
How many are in good working order ?	
How many are not working and need minor repair ?	
How many are obsolete or the technology is outdated?	
How many not working and need major repair ? How many are properly certified by an accredited service provider?	
How many have been properly calibrated?	
Is there a local service provider(s) available who can maintain, calibrate, or repair this	
equipment type?	
Is there a local service provider(s) available who can maintain, calibrate, or repair this equipment type?	
Do you have an in-house competency available who can maintain, calibrate, or repair this	
equipment type?	
Do you have Biological Safety Cabinet - Class II A1 in your laboratory ?	
Please provide the relevant number of Biological Safety Cabinet - class II A1 in your	
laboratory. How many do you have in your laboratory?	
How many do you have in your laboratory? How many are in good working order ?	
How many are not working and need minor repair ?	
How many are obsolete or the technology is outdated?	
How many not working and need major repair ?	
How many are properly certified by an accredited service provider?	
How many have been properly calibrated? Is there a local service provider(s) available who can maintain, calibrate, or repair this	
equipment type?	
Is there a local service provider(s) available who can maintain, calibrate, or repair this equipment type?	
Do you have an in-house competency available who can maintain, calibrate, or repair this	
equipment type?	
Do you have any Biological Safety Cabinet - class II A2 in your laboratory ?	
Please provide the relevant number of Biological Safety Cabinet - class II A2 in your laboratory.	
How many do you have in your laboratory?	
How many are in good working order ?	
How many are not working and need minor repair ?	
How many are obsolete or the technology is outdated?	
How many not working and need major repair ? How many are properly certified by an accredited service provider?	
How many have been properly calibrated?	
Is there a local service provider(s) available who can maintain, calibrate, or repair this	
equipment type?	
Is there a local service provider(s) available who can maintain, calibrate, or repair this equipment type?	
Do you have an in-house competency available who can maintain, calibrate, or repair this	
equipment type?	
Do you have any Fume hoods in your laboratory ?	
Please provide the relevant number of Fume hoods in your laboratory.	
How many do you have in your laboratory?	
How many are in good working order ?	
How many are not working and need minor repair ? How many are obsolete or the technology is outdated?	
How many are obsolete of the technology is obtailed? How many not working and need major repair ?	
How many have been properly maintained ?	
How many have been properly calibrated?	
Is there a local service provider(s) available who can maintain, calibrate, or repair this equipment type?	
Do you have an in-house competency available who can maintain, calibrate, or repair this	

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Do you have Real-time PCR in your laboratory ?	
Please provide the relevant number of Real-time PCRs in your laboratory.	
How many do you have in your laboratory?	
How many are in good working order ?	
How many are not working and need minor repair ?	
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Do you have an in-house competency available who can maintain, calibrate, or repair this	
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Do you have a Thermal cycler/conventional PCR in your laboratory ?	
Please provide the relevant number of Thermal cycler/conventional PCRs in your	
laboratory.	
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Do you have an in-house competency available who can maintain, calibrate, or repair this	
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Do you have a Electrophoresis machine/power supply in your laboratory?	
Please provide the relevant number of Electrophoresis machine/power supply in your	
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Please provide the relevant number of Gel documentation systems in your laboratory.	
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Do you have an in-house competency available who can maintain, calibrate, or repair this	
equipment type?	
Do you have any type of Shaker (oscillator/rotative/orbital) in your laboratory ?	
Please provide the relevant number of Shakers (oscillator/rotative/orbital) in your laboratory.	
How many do you have in your laboratory?	
How many are in good working order ?	
How many are not working and need minor repair ?	
How many are obsolete or the technology is outdated?	
How many not working and need major repair ?	
How many have been properly maintained ?	
How many have been properly calibrated?	
Is there a local service provider(s) available who can maintain, calibrate, or repair this	
equipment type?	
Do you have an in-house competency available who can maintain, calibrate, or repair this	
equipment type?	
Do you have a Spectrophotomete r – basic in your laboratory ?	
Please provide the relevant number of Spectrophotometer s – basic in your laboratory.	
How many do you have in your laboratory?	
How many are in good working order ?	
How many are in good working order ? How many are not working and need minor repair ?	
How many are obsolete or the technology is outdated?	
How many not working and need major repair ?	
How many have been properly maintained?	ļ
How many have been properly calibrated?	
Is there a local service provider(s) available who can maintain, calibrate, or repair this	
equipment type?	
Do you have an in-house competency available who can maintain, calibrate, or repair this	
equipment type?	
Do you have a Vacuum pump i n your laboratory ?	
Please provide the relevant number of Vacuum pumps in your laboratory.	
How many do you have in your laboratory?	
How many are in good working order ?	
How many are not working and need minor repair ?	
How many are obsolete or the technology is outdated?	
How many not working and need major repair ?	
How many have been properly maintained ?	
How many have been properly calibrated?	
Is there a local service provider(s) available who can maintain, calibrate, or repair this	
equipment type?	
Do you have an in-house competency available who can maintain, calibrate, or repair this	
equipment type?	
Do you have a Vortex in your laboratory ?	
Please provide the relevant number of Vortex in your laboratory.	
How many do you have in your laboratory?	
How many are in good working order ?	
How many are not working and need minor repair ?	
How many are obsolete or the technology is outdated?	
How many not working and need major repair ?	
How many have been properly maintained ?	
How many have been properly calibrated?	
Is there a local service provider(s) available who can maintain, calibrate, or repair this	
equipment type?	
Do you have an in-house competency available who can maintain, calibrate, or repair this	
equipment type?	
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Do you have a Water bath in your laboratory ?	
Please provide the relevant number of Water baths in your laboratory.	
How many do you have in your laboratory?	
How many are in good working order ?	
How many are not working and need minor repair ?	
How many are obsolete or the technology is outdated?	
How many not working and need major repair ?	
How many have been properly maintained ?	
How many have been properly calibrated?	
Is there a local service provider(s) available who can maintain, calibrate, or repair this	
equipment type?	
Is there a local service provider(s) available who can maintain, calibrate, or repair this	
in the second seco	
equipment type?	
equipment type? Do you have an in-house competency available who can maintain, calibrate, or repair this	
Do you have an in-house competency available who can maintain, calibrate, or repair this	

G. Cost of maintenance, repair and calibration services	
Please collect 3 invoices of three pieces of equipment listed here which were maintained,	
calibrated, or repaired in the past 10 years.	
INVOICE 1	
Please select an equipment	
In what year was the equipment acquired?	
What was the nature of the service provided?	
Date of service	
Cost of service (USD)	
Type of Service Provider that performed the service.	
Country of origin of service provider	
INVOICE 2	
Please select an equipment	
In what year was the equipment acquired?	
What was the nature of the service provided?	
Date of service	
Cost of service (USD)	
Type of Service Provider that performed the service.	
Country of origin of service provider	
INVOICE 3	
Please select an equipment	
In what year was the equipment acquired?	
What was the nature of the service provided?	
Date of service	
Cost of service (USD)	
Type of Service Provider that performed the service.	
Country of origin of service provider	

Thank you for your time spent providing answers to this questionnaire.