

Policy and Objectives

UPSCIENCE France, a subsidiary of the ADM group, is an independent laboratory offering a wide range of analyses and services for animal and human feed, petfood, nutraceutical and environmental stakeholders.

UPSCIENCE France's activities are spread over 3 production sites specializing in physico-chemical, microbiology and molecular biology analyses:

- UPSCIENCE Saint-Nolff site for nutritional physico-chemical analyses
- UPSCIENCE Thury-Harcourt-Le Hom site for molecular biology and microbiology analyses
- UPSCIENCE site of Chierry for analyses by infra-red approach of forages.

With an expertise of over 60 years and accredited for many years by COFRAC (*Accreditation Cofrac Essais, n°1-2335 for SN site and n° 1-7228 for TH site – scope available on www.cofrac.fr*), UPSCIENCE France has been recognized as an expert laboratory in animal nutrition, Petfood and food and is now the reference laboratory for nutritional analyses and biological contamination within the Animal Nutrition branch of ADM EMEA (NEOVIA).

The professionalism and expertise of the teams allowed to obtain numerous quality references such as OQUALIM, GMP+, AFNOR, Ministry of Health. These references, essential for our industrial customers, are complemented by participation and activities of technical committees in order to detect as soon as possible the new regulatory requirements and best support our customers in their future needs.

The services are performed in compliance with the requirements of the NF EN ISO/IEC 17025 v2017 standard. In this context, the Management of UPSCIENCE France has set up a management system to ensure the application of the requirements of the standards applicable within its laboratories.

As a laboratory service provider, we must guarantee the independence of our activities, the impartiality of our teams and the confidentiality of analysis data. Through our quality provisions, we ensure that UPSCIENCE France staff are not subjected to any pressure, financial, commercial, or otherwise, likely to jeopardize their independence of scientific and technical judgment or impartiality. These requirements are also communicated, recalled and disseminated to all employees through our Group's "Code of Conduct" and associated policies (impartiality, confidentiality, anti-corruption, etc.). A helpline is also available for each employee facing a risky situation and putting in default our independence, impartiality and confidentiality requirements.

The respect of good practices, the safety of our employees, the excellence of our skills and the claim of our know-ow are guarantees of reliability and quality to best meet the needs of our customers.

Aware that we are operating in an increasingly competitive world with increasing demands from interested parties, we have focused our strategy on five areas:

- Prioritise our actions to develop core business activities around the Feed and Petfood sectors
- Concentrate our activities to optimize the analytical support for manufacturers of premix, feed, additives, aqua and petfood
- Be the reference analytical partner for formulation services and R&D services thanks to our expertise and our capacity for contract development
- Adapt our offer to meet regulatory changes and new customer needs
- Guarantee the quality of our results through our accreditations, our participation in inter-laboratory tests and our impartiality in the entire analytical process.

The effectiveness of our management system is measured and periodically reviewed during management committees, production meetings or management reviews through various indicators to monitor production and customer service rates, the rate of customer dissatisfaction, the rate of success in inter-laboratory tests, the costs of non-quality.

Continuous improvement committees reinforce the management of our indicators and the implementation of appropriate action plans.

We, Executive Director and Operations Manager, are fully committed to improving our management system to deploy our policy and we are committed to providing the necessary resources and entrust the quality manager with the application and deployment of the system in our laboratory.

Véronique GUERIF
Executive Director



Cédric URVOIT
Operations Manager

