

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.

UPSCIENCE France's activities are spread over 2 production sites specializing:

- UPSCIENCE Saint-Nolff for nutritional physico-chemical analyses
- UPSCIENCE Chierry for analyses by infra-red approach of forages.

With more than 60 years of expertise and accredited for many years by COFRAC (Accreditation Cofrac Essais, n°1-2335, scope available on www.cofrac.fr), UPSCIENCE France has been recognized as an expert laboratory in animal and human nutrition and is now the reference laboratory for nutritional analyses and animal health issues within the Animal Nutrition branch of ADM.

The professionalism and expertise of the teams allowed to obtain numerous quality references such as OQUALIM or GMP+. 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 4 areas:

- Prioritize our actions to develop our core business services around the Animal Nutrition sectors and ensure quality analytical support for premium manufacturers, ingredients and additives, aquaculture and petfood.
- Guarantee the quality of our results through our accreditations, our participation in inter-laboratory tests and our impartiality in the entire analytical process.
- Be the reference partner for new analytical services for formulation, technical advice or R&D needs thanks to our expertise and capacity for development on a scale.
- Adapt our offer to meet environmental changes and new customer needs on sustainable development.

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 CD&D analytical 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 CD&D analytical



Cédric URVOIT
Operations Manager

