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UPSCIENCE France, a subsidiary of the ADM group, is an independent laboratory offering a wide range of analyses and services for players in the animal feed, human food, and pet food industries.

With over 60 years of expertise and accredited for many years by COFRAC (COFRAC accreditation Essais, N°1-2335, scope available on www.cofrac.fr), UPSCIENCE France has been recognized as an expert laboratory in animal nutrition and is now the reference laboratory for nutritional analysis and animal health issues within ADM's Animal Nutrition division.

The professionalism and expertise of its teams have enabled it to obtain numerous quality certifications such as OQUALIM and GMP+. These certifications, which are essential for our industrial customers, are complemented by participation in and leadership of technical committees in order to identify new regulatory requirements as early as possible and provide our customers with the best possible support for their future needs.

Services are provided in accordance with the requirements of the NF EN ISO/IEC 17025 v2017 standard. In this context, the management of UPSCIENCE France has implemented a management system to ensure that the requirements of the applicable standards are applied within its laboratories.

As a service provider laboratory, we must guarantee the independence of our activities, the impartiality of our teams, and the confidentiality of analysis data. Through our quality measures, we ensure that UPSCIENCE France staff are not subject to any financial, commercial, or other pressure that could compromise their scientific and technical independence of judgment or their impartiality. These requirements are also communicated and reiterated through our Group's "Code of Conduct" and associated policies (impartiality, confidentiality, anti-corruption, etc.) communicated and distributed to all employees. A helpline is also available for any employee faced with a risky situation that compromises our requirements for independence, impartiality, and confidentiality.

Compliance with best practices, the safety of our employees, the excellence of our skills, and the promotion of our expertise are guarantees of reliability and quality that enable us to best meet the needs of our customers.

We operate in an industry that is increasingly demanding in terms of analysis turnaround times, requiring analytical innovations to promote products and services to animal nutrition customers and concerned with sustainable development policies. That is why we have focused our strategy on four areas:

- Prioritizing our actions to develop our core business services in the animal nutrition sector and provide high-quality analytical support to manufacturers of premixes, ingredients, and additives, aquaculture, and pet food.
- Guaranteeing the quality of our results through our accreditations, our participation in interlaboratory tests, and our commitment to impartiality throughout the analytical process.
- Be the partner of choice for new analytical services for formulation, technical advice, or R&D needs thanks to our expertise and our capacity for custom development.
- Adapt our offering to respond to environmental changes and new customer needs in terms of sustainable development.

The effectiveness, suitability, and relevance of our management system are measured and reviewed periodically using defined indicators that track production and customer service rates, customer dissatisfaction rates, and interlaboratory test success rates.

These indicators are analyzed in depth during management reviews. The continuous improvement actions defined during this review are implemented through an appropriate action plan, which is monitored and evaluated periodically.

As director, I am fully committed to improving our management system in order to implement our policy. I am committed to providing the necessary resources and entrust the quality/metrology manager with the application and deployment of the system in our laboratory.

Magali GIRARD
Director, CD&D France Laboratory

