

QUALITY ASSURANCE RX Fluorescence Unit



The XR Fluorescence Unit is part of the Servicios Científico-Técnicos of the Instituto Andaluz de Ciencias de la Tierra (IACT), Joint Center belonging to the Agencia Estatal Consejo Superior de Investigaciones Científicas (CSIC) and the Universidad de Granada (UGR).

• About us

The XR Fluorescence Unit of the IACT Service of Instrumental Analysis, provides technological support to the research groups of the CSIC, Universities, Public Research Institutions and private corporations in the analysis of main chemical elements (%) and trace elements (ppm) present in samples from silica rocks, carbonate rocks and similar materials by the use of X ray fluorescence spectroscopy (XRF).

• Services provided

- Quantitative analysis of MAIN ELEMENTS (and some trace elements) in SILICA MATRICES and Loss on Ignition (LOI).- SiO_2 , TiO_2 , Al_2O_3 , Fe_2O_3 , MnO , MgO , CaO , Na_2O , K_2O , P_2O_5 , Zr, Sr, Ni, Cr.
- Quantitative analysis of MAIN ELEMENTS (and some trace elements) in CARBONATE MATRICES and Loss on Ignition (LOI).- SiO_2 , TiO_2 , Al_2O_3 , Fe_2O_3 , MnO , MgO , CaO , Na_2O , K_2O , P_2O_5 .
- Quantitative analysis of TRACE ELEMENTS in SILICA MATRICES and Loss on Ignition (LOI).- V, Cr, Co, Ni, Cu, Zn, Ga, Rb, Sr, Y, Zr, Nb, Ba, Pb, Th.
- Qualitative analysis of MAIN ELEMENTS and TRACE ELEMENTS and Loss on Ignition (LOI).

• Quality assurance

The services herein described will be provided and acknowledged according to the following commitments. The times declared will apply to each batch of samples, up to 40 samples per batch.

- Perform 100% of assays, per sample batch, with a turnaround time of 5 working days or less from the start of the requested job.
- Turn in 100% of the results to the customer in one working day or less from the end of having the results of the sample batch.
- Reply to 100% of the consultations and technical help requested by the customers in 2 days or less from the moment the request was placed.
- Achieve that at least 85% of the users are satisfied with our services.

• Indicators

- % assays performed, per sample batch, in the declared time frame with respect to the total.
- % reports signed out within the declared time frame with respect to the total.
- % consultations answered within the declared time frame with respect to the total.
- % satisfied customers with respect to the total. (a customer is considered as satisfied if he/she provides an average score of at least 4 points over 5 in the survey).

These indicators will be ascertained yearly.

• User participation in the improvement of the services

XR Fluorescence users can participate in the improvement of services provided by means of:

- Answering the satisfaction survey available at the IACT intranet.
- Submitting complains and/or suggestions according to the following section of this Quality Assurance document.

• Complains and Suggestions

Users will be able to submit complains and/or suggestions about the performance of the XR Fluorescence unit of IACT using the means and procedures that CSIC has available at their electronic web site: <https://sede.csic.gob.es/quejas-y-sugerencias>

• Unit access and tariffs

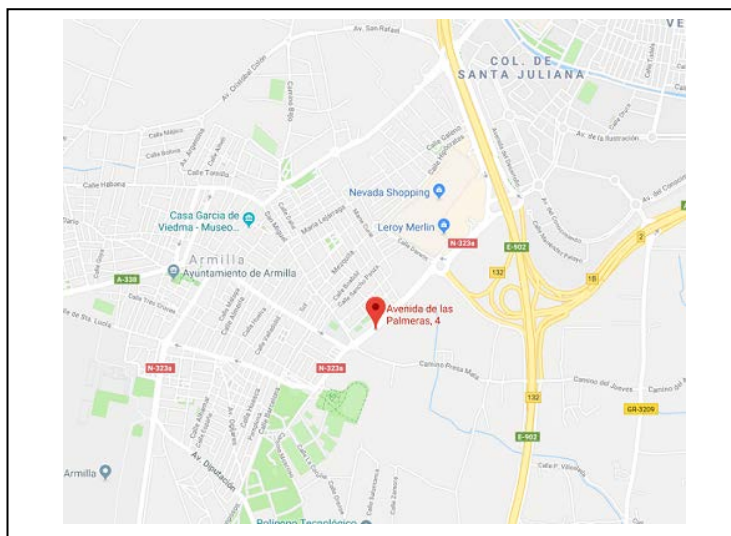
- Person in charge of Quality Assurance
e-mail: amparo.salido@iact-csic.es

- Access to services and tariffs

The forms to apply for services, information about our tariffs and other relevant technical information are available at <https://www.iact.ugr-csic.es/en/unidades-de-servicios/analisis-instrumental/grupo/instrumental-analysis/> and at the IACT Intranet.

Before sending the samples and in order to guarantee a good result of our analyses, the user should check the IACT web / intranet to learn about the regulations and details. You can contact the unit also by phone, email or visiting us. We will be pleased to clarify any doubt the user might have.

Map



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