

Consultation and Sample analysis paid services

New Professional Diploma in Plant Clinic and Phytosanitary Technologies (PRO-DPCP)

609550-EPP-1-2019-1-BG-EPPKA2-CBHE-JP

Prepared by

**The report was written by the members of Plant Clinic Centers in Sohag
Universit**

Introduction:

The Center of Plant Clinic was supplemented with analytical instruments and experience to perform a variety of analysis in the fields of plant pathology and health. Pathogenic agents such as insect, nematode, bacterial, fungal and viruses are subject for analysis due to the requests of the clients in our area. In addition, consultation & training on pest management and pesticide application viral pathogens and to recommend appropriate control measures will be subjected to solve the existed plant problems and rising the outcomes of the plant producers and small plant growers.

Procedures:

Procedures to ensure the quality of the plant clinic's outputs related to providing services to clients (consultations - analysis of plant samples to reveal the cause of the appearance of certain symptoms):

Conducting scientific consultations or examining samples of plant diseases submitted by farmers, local plant producers, or small farmers in the surrounding community is subject to the generally accepted rules in the quality system for providing services to the public, which were stated in the plant clinic under item "Good Practice Gide", which follow the following:

- 1- The plant clinic staff member (technical Manager) receive samples .
- 2- The plant clinic staff member must also confirm that all essential information is available concerning the test request.
- 3- Samples received with analysis request for external client

- 4- The plant clinic staff member authorized to receive the samples, then checked that each item has a label containing all information required by the center and arranges delivery to the designated samples receiving area to be checked by the Plant Clinic Technical manager or his deputy.
- 5- The Technical manager or his deputy upon receiving the samples check the condition of the samples and shall identify any abnormalities or departure from normal or specified conditions.
- 6- The Technical manager or his deputy shall consult with the client if necessary for further instruction before proceeding and shall record the discussion.
- 7- If there is any doubt as to suitability of a test item or when it does not conform to the description provided or the test required is not specified in sufficient detail , Technical Manager or his deputy shall also consult the client for further instructions.
- 8- The following information is recorded for each sample :- i. The name of the client from which the sample was sent. ii. Type of the sample. iii. Condition of the samples if appropriate. New Professional Diploma in Plant Clinic and Phytosanitary Technologies (PRO-DPCP) 609550-EPP-1-2019-1-BG-EPPKA2-CBHE-JP 11
- 9- The Technical Manager shall identify each sample with a unique code.
- 10- Test samples must be stored in suitable and secure conditions at all times.
- 11- When samples need to be stored in specific environmental conditions then these conditions must be documented and monitored.
- 12- Every sample must be allocated to a specific person who is responsible for the work by the center.
- 13- At all stages of every job, it must be possible to identify who is responsible for the sample.
- 14- Samples must only be allocated to someone who is trained in the testing required, or working under the supervision of a trained person.
- 15- It is the responsibility of the Plant Clinic Center Director or his deputy to ensure that there are no unreasonable delays to samples and that, in cases of delay beyond the stated turnaround times, the client is informed.
- 16- Once testing has been completed the sample should be returned to secure storage by the person responsible. The work should be registered as complete by the responsible person or his delegate, either manually or via the Lab Information system.

- 17- Once the report has been completed and authorized, the sample enters its agreed period of storage before disposal or is returned to the client if this has been agreed.

Arrival of samples to the laboratory :

- 18- Samples are received in the plant clinic center, especially in sample receiving area.
- 19- A center code number given by the computer should be written to the sample protocol.
- 20- Each sample has own laboratory number by which it can be identified automatically.
- 21- Samples transfer to the work area in a documented way by lab Technical manager.

Sample storage:

- 22- When initiation of analysis must be postponed, samples are stored at ideal conditions until they are to tested.

Customer service fees:

Paying fees for scientific consultations or analyzing samples for the purpose of identifying the plant disease and the best methods of control.

Customer service fees are paid in accordance with the rules applicable at the university and in the fund specified by the university to receive these fees.

The director of the plant clinic center, the head of the scientific department granting the diploma degree, the dean of the college, or the university president may request the plant clinic center to analyze diseased plant samples or provide free scientific consultations in the following cases:

- 1- To promote the activity of the plant clinic within a community of plant producers.
- 2- To support the agriculture activity of the small farmer who is unable to pay the prescribed cost.
- 3- If the client (service applicant) submits an acceptable donation that contributes to the development of one of the university's outcomes.

Client Report:

In light of the information provided by the customer about the problem, and communicating with him to provide sufficient and necessary information to refer the sample or the required scientific consultation, and after studying the problem subject to scientific consultation or examining the sample received from the customer to the Plant Clinic Center, the customer gives a report signed by the Director of the Plant

Clinic Center, and the report responds to The customer's complaint is accompanied by the most appropriate means of prevention and treatment.

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