



COPRAPEC, CRL
Laboratório Veterinário de Montemor-o-Novo

Purchase products and services

Supplier acceptance and evaluation criteria

(English version of the September 2026 issue)

September 2026



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Laboratory suppliers (with the exception of those holding contracts with Coprapec as a whole) are selected based on the products or services the laboratory intends to acquire, following market research or based on prior experience with the supplier.

This document aims to inform suppliers of the Laboratory's criteria for the acceptance of products and services, as well as the criteria for evaluating supplies and qualifying suppliers.

This document is sent following the initial contact with a new supplier. Subsequent editions are sent to qualified suppliers.

1. Acceptance criteria

CONSUMABLES:

- Items other than those ordered are not accepted, acceptance of equivalent items requires prior approval by the laboratory;
- Damaged items are not accepted.

REFERENCE MATERIALS AND REAGENTS:

- Items are not accepted if the interval between the order and receipt exceeds 25 days, except in cases where a different delivery timeframe has been contractually agreed upon or prior approval has been obtained from the laboratory;
- Items other than those ordered are not accepted, acceptance of equivalent items requires prior approval by the laboratory;
- Damaged items are not accepted;
- Items with a remaining shelf life of less than 6 months from the date of receipt are not accepted, unless the laboratory anticipates full usage before the expiration date.

MEASURING EQUIPMENT:

- Items other than those ordered are not accepted, acceptance of equivalent items requires prior approval by the laboratory;
- Damaged items are not accepted.



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AUDIT SERVICES:

- Auditors without training in NP17025 are not accepted;
- Technical auditors without at least 3 years of experience in the technical area being audited are not accepted.

TRAINING SERVICES:

- Trainers without experience in the specific area of the training to be delivered are not accepted;
- Training courses that do not issue a training certificate are not accepted.

INTERLABORATORY TESTING SERVICES:

- Providers without EN ISO/IEC 17043 accreditation for the tests to be performed are not accepted, unless none exist on the market or there is a history of excellent experience with the provider (this criterion does not apply to comparison tests promoted by the National Reference Laboratory).

MEASUREMENT EQUIPMENT CALIBRATION/TESTING SERVICES:

- Tests without NP 17025 accreditation are not accepted.

EXTERNAL SUPPLIER TESTING SERVICES:

- Within the scope of accreditation, suppliers without EN ISO/IEC 17025 accreditation for the specific test are not accepted, unless the supplier is mandated by the client.

No acceptance criteria have been established for the remaining services/items.

2. Return criteria

If the items (consumables, reagents, and reference materials or measuring equipment) do not meet the acceptance criteria, the laboratory returns the item to the supplier, unless otherwise agreed with the supplier.



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3. Supply evaluation criteria

All supplies are evaluated against each requirement and classified as Compliant (or not applicable) or Non-Compliant, with the following assigned values:

Non-compliant = 1

Compliant or not applicable = 0

The requirements for each service/item and the respective weighting of each requirement are as follows:

CONSUMABLES
Delivery time $\leq$ 45 days or $\leq$ the time specified in the quote
Packaging condition and storage conditions suitable for the item
Item as ordered
Invoice as per the order

REFERENCE MATERIALS and REAGENTS
Delivery time $\leq$ 15 days or $\leq$ the time indicated in the quote
Packaging condition and storage conditions suitable for the item
Clearly labeled reagent with lot number
Reagent shelf life $\geq$ 6 months from the date of receipt
Certified reference materials certified under the ISO 17034 standard
Reagents with corresponding documents included in the packaging or made available on the Internet (e.g., batch certificate, package insert)
Item as ordered
Invoice as per the order

MEASURING EQUIPMENT
Delivery time $\leq$ 30 days or $\leq$ the time specified in the quote
Good working condition
Instruction manual
Support for proper equipment start-up

IT SERVICES
Problem resolution timeframe $\leq$ 6 days or as per the contract
The problem was resolved satisfactorily, as expected
Where applicable, the associated documentation is correct

SOFTWARE
Delivery time $\leq$ 45 days or as per the contract
User training in accordance with the contract
User manual provided with the software



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MAINTENANCE/REPAIR SERVICES FOR MEASURING EQUIPMENT
Problem resolution timeframe $\leq$ 6 days or as per the contract
The problem was resolved satisfactorily, as expected
Where applicable, the associated documentation/work order is correct

TRAINING/AUDITING SERVICES
Completed on the scheduled date
It was in accordance with the plan
The auditor/trainer demonstrated appropriate knowledge/behavior
Appropriate and complete documentation, including the certificate/report

INTERLABORATORY TESTING SERVICES
Promoter with EN ISO/IEC 17043 accreditation for the tests to be performed
Sample transport time $\leq$ 5 days
Properly identified and packaged samples
All questions raised with the promoter before and/or after the results were issued were answered promptly and clearly
Results issued by the promoter within a maximum of 3 weeks after the deadline for data entry, or in accordance with the contract.
Statistical treatment of results by the promoter

SERVICES OF CALIBRATION/ASSAYS OF MEASURING EQUIPMENT
Number of days between the purchase order and the performance of the service or the arrival of the equipment at the laboratory $\leq$ 20 days
Calibrated/tested points correspond to the points requested in the purchase order
Certificate according to NP 17025
Uncertainty $\leq$ that of the budget or that of the last calibration/test

EXTERNAL SUPPLIER TESTS
Test accredited under EN ISO/IEC 17025
Response time $\leq$ 5 days
Test report with data matching the request

The weighting of each criterion in the evaluation of supply is:

1x →

2x →

3x →



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4. Supplier qualification/disqualification

Qualification/disqualification is based on the average ratings of supplies from the previous year.

Qualified supplier	Disqualified supplier
• New supplier via quote acceptance • Sole supplier • Company supplier (Copravec) • Average supply rating from the previous year ≥ 3	• Average rating of supplies from the previous year < 3, except for sole suppliers or company suppliers

Note: A supplier with no supplies remains qualified for five years.

5. Information to the supplier

At the beginning of each calendar year, the Laboratory informs the supplier of the classification obtained in the previous year.

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