ZAVOD ZA MLJEKARSTVO   DEPARTMENT OF DAIRY SCIENCE
REFERENTNI LABORATORIJ   REFERENCE LABORATORY
ZA MLIJEKO I MLIJEČNE PROIZVODE   FOR MILK AND DAIRY PRODUCTS

OBRAZAC SUSTAVA UPRAVLJANJA KVALITETOM

INSTRUCTIONS FOR USERS
ON THE HANDLING AND PREPARATION OF CHEESE, CREAM, YOGURT AND BUTTER SAMPLES FOR PROFINECY TESTING

The supplied samples are intended exclusively for laboratory use!

The samples were purchased in stores and were not additionally preserved in RL!

When receiving the package if you notice any damage on the parcel or mechanical impurities in the samples please take photos of them if possible and immediately send a complaint with the photos to e-mail rlm@agr.hr.

SAMPLES OF CHEESE, CREAM, YOGURT AND BUTTER

The samples must be kept at a temperature ranging from 4º to 15ºC during the entire time of transport. Upon receiving the samples the user must store them in the refrigerator until analysis. If, upon receipt, the temperature of the samples is higher than 15ºC they should be immediately refrigerated and the technical manager of **RL** should be notified at the contact below.

Analyze the samples no later than the date specified in the notification sent to users by e-mail.

Prepare the samples for analysis according to the requirements of the corresponding ISO standard for a specific analysis.

The number of measurements of each component in the same sample should be equal to the number of measurements you perform in your routine analyses.

The results of the analysis of the samples for the proficiency test must be entered in the appropriate forms that can be downloaded from the RL website: http://rlm.agr.hr/ under "Proficiency test (PT)". If you are unable to download the forms from the website, let us know and we will send them to you by e-mail.

Filled out forms for entering analysis results should be sent by e-mail to rlm@agr.hr.

If you have any questions or complaints related to the samples submitted for the proficiency test, you can contact us by phone at +385-1-2393-904 or by e-mail at **rlm@agr.hr**.

University of Zagreb Faculty of Agriculture
Department of Dairy Science
Reference Laboratory for Milk and Dairy Products (**RL**)