

IQ & OQ Preparation Checklist

This is an outline of the actions and decisions needed for Agilent to schedule IQ & OQ services on Agilent equipment. The Agilent representative will review the checklist below in a telephone call or in-person with the customer. Verbal approval to deliver Agilent's Enterprise Edition IQ & OQ service is required before this on-site instrument qualification service can be scheduled.

The Agilent representative will record the checklist progress by marking the appropriate boxes below. Customer only needs to confirm answers.

1. Our records show your organization has purchased IQ & OQ qualification services for an Agilent instrument. Can you confirm this and confirm you are authorized to give approval to schedule the service?

YES. IQ/OQ is purchased and I am the right person – Thank you, please continue to question 2.

NO. I am not the right person – Unfortunately, we can't continue past this question or schedule the service until the responsible person is contacted and approval is obtained. Can you please tell us who can authorize scheduling of the service? *The Agilent representative will call the new contact(s) until the responsible person is reached.*

Person(s) to call _____

2. Do you already have an approved Agilent Enterprise Edition protocol (called EQP) in your lab/department that should be performed on this instrument? (Examples include: a. this is a repeat/multiple purchase or b. lab-wide Enterprise Edition EQP is already approved to cover this instrument.)

YES – Thank you. That was the last question. Please have the approved EQP document available for our engineer when he/she arrives. We can schedule the qualification service now. *Note: The software IQ & OQ and the hardware IQ services do not require separate pre-approval before delivery if you have an approved EQP.*

NO – Thank you. Please continue to question 3.

3. Is it your company's policy to approve the use of Agilent's IQ & OQ for new LC or LCMS and GC or GCMS instruments without need for review?

YES – Thank you. That was the last question. We can schedule the qualification service now.

NO – Protocols must be reviewed and approved. That's good to know. Please continue to our 4th and final question.

4. Do you approve the appropriate standard IQ & OQ documents in the Qualification Review Package and are you now ready to schedule the work?

YES – Thank you, we can now schedule the delivery date.

NO, not reviewed yet – That’s why we like to check in advance. Please review and approve the appropriate documents in the Qualification Review Package. When can we call you again to confirm approval and schedule a delivery date?

Call back date _____ Person to call _____

NOT APPROVED YET. OQ needs changes – That’s why we like to check in advance. Do you wish to request a customer-configured protocol? No problem, please contact by email enterprise_edition@agilent.com with your detailed OQ test change requirements. You will be contacted within 5-10 working days.

(Note: There is no charge or fee for reviewing your protocol change requests and developing a custom-configured OQ procedure where it is possible. Only the delivery of extra tests, depending upon scope of work, may incur additional service charges. Simple changes to OQ testing set points and/or limits usually do not incur additional fees.)

Please note any additional information here

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