FOOD SAFETY TESTING
QUALITY ASSURANCE

Nestlé Quality Assurance Center
Dublin
Your trusted laboratory partner.
As the largest and most sophisticated testing facility in the Nestlé network and possibly the world, we take food safety seriously. In fact, at Nestlé Quality Assurance Center (NQAC) Dublin, we can test most food and beverage products to verify compliance with regulatory and food safety standards. Our facility has supported Nestlé – the world’s largest food and beverage company – for nearly three decades. We recently expanded our food safety and quality support services to businesses outside the Nestlé network.

Whether you’re a food manufacturer, ingredient supplier, retailer or restaurant, NQAC Dublin is proud to offer more than 150 analytical methods in-house to test both raw ingredients and finished food and beverage products. Our dedicated team of quality experts, scientists and support staff is committed to providing customers with trusted results and industry-leading service.

Accurate Results. Absolute Confidentiality.

To us, food safety is not competitive; it is part of our responsibility to help protect consumers and food industry businesses. We hold all the products we test to the highest safety and quality standards.
Today, nearly four in five Americans (78%) are concerned about food safety.*

*This survey was conducted online within the United States by Harris Poll on behalf of Nestlé from June 28-30, 2016 among 2,021 U.S. adults ages 18 and older. This online survey is not based on a probability sample and therefore no estimate of theoretical sampling error can be calculated.

OUR PRIORITY
To ensure that your consumers feel confident in the foods they eat and feed their families.

OUR VISION
To be a trusted laboratory partner and #1 choice for quality assurance and analytical services.

OUR MISSION
We are dedicated to providing the highest quality analytical food safety testing, with industry-leading service and results for our customers and their businesses.
Our unique qualifications and experience enable us to provide invaluable support for your business.

It’s an important responsibility to ensure that the food, beverages and ingredients tested in our facility are held to the highest standards. A commitment to quality and food safety is embedded into everything we do.

Food and Beverage Expertise. By supporting the largest food and beverage company in the world for nearly three decades, you could say we’ve become industry experts. Our experience puts our team in a unique position to truly understand your business needs.

Comprehensive Testing Portfolio. We have the ability to complete more than 150 unique analyses at our facility. We regularly expand our portfolio of testing methods to accommodate consumer needs and changing regulations.

Industry Experts. Our staff at NQAC Dublin includes experts in chemistry, microbiology, food science and quality, which together represent nearly 1200 years of experience. This team currently offers specialized quality and food safety services that can address the needs of various customers, from food companies to ingredient suppliers to retailers.

Reliability and Trust. We are committed to working seven days a week to test and report results. We understand the importance of receiving accurate results in a timely manner to keep your business running. And with our ISO 17025 accreditation, you can feel confident that we have high standards for testing.

Industry-Leading Customer Service. Our Customer Service team is knowledgeable in chemistry and microbiology, and ready to support your business every day. Available from 7:30 a.m. to 8:00 p.m. EST Monday-Sunday, our Customer Service team offers rapid response time when in need of expert or technical assistance. They’re ready to help, every step along the way.

Customer-driven improvements. We conduct regular surveys and focus groups for customer feedback, so we can continuously improve as a facility and exceed your expectations. We welcome guests by appointment any time during the year. Also, on special Customer Days, existing and potential customers can tour the laboratory, attend information sessions and meet our team. Additionally, our customers have access to free NQAC Dublin webinar courses throughout the year.
**ISO Accreditations**
We hold our analytical methods to the highest standards, and are proud to be an **ISO 17025 Accredited** Laboratory since 1998. ISO 17025 Accreditation is the most recognized and reputable standard for testing and calibration of laboratories. Over 99% of our analyses are accredited under our ISO 17025 certification.

In 2017, we renewed our ISO 17025 Accreditation (including ISO 9001, ISO 14001 and ISO 18001) with zero deficiencies.

Our commitment to quality and reliable results is embedded in our work and demonstrated daily by our staff, so that our customers can feel confident in the results they receive from NQAC Dublin.

**Commitment To The Environment**
Our facility achieved the silver recognition by scoring highly in 11 of 19 environmental excellence categories, including environmental management plans, employee engagement, organic diversion, management commitment and continuous improvement.

We became the first laboratory to receive the Encouraging Environmental Excellence (E3) silver award by the Ohio Environmental Protection Agency (EPA).

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**Reliability and Trust.**

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**NQAC Dublin has the ability and capacity to test most food and beverage products. We examine a broad range of samples, from soil and water to raw and processed ingredients, processing environments, finished products and even packaging.**

### Our testing capabilities include:
- **Beverage**
- **Fruit Juices**
- **Tea**
- **Coffee**
- **Water**
- **Eggs**
- **Flavors**
- **Dairy**
- **Candy & Confections**
- **Meat**
- **Poultry**
- **Packaging**
- **Spices**
- **Premix**
- **Fats & Oils**
- **Snack Foods**
- **Prepared, Canned & Frozen Foods**
- **Nuts**
- **Seafood**
- **Retail and Restaurants**
- **Infant Formula**
- **Toddler Foods & Snacks**
- **Bakery, Grains & Cereals**
- **Adult Nutritionals**
- **Farms & Manufacturers**
- **Research & Development**
- **Plus many other ingredients**
Our chemistry experts offer an expansive portfolio of services to ensure product quality and safety – from verifying nutritional labels on products to testing for chemical contaminants and residues in packaging, raw materials and finished products.

Nutritional Labeling
We perform nutritional testing to ensure accurate labeling for products. In the U.S. and many other countries, packaged food must display all nutrient information. This testing supports full Nutritional Facts label regulations as well as vitamins, minerals and micro nutrients.

Contaminant Testing
Chemical contaminant testing is an important aspect of food safety. We offer a wide range of testing that covers finished products, raw materials, and packaging materials. Our detection levels can reach the microgram per kilogram range for many of the analyses. These are the testing requirements you need to verify your organic label claims.

Industry Experts.

Our laboratory uses a variety of sophisticated testing processes and equipment to ensure accuracy:

- High-performance liquid chromatography (HPLC)
- Gas chromatography (GC)
- Gas chromatography/tandem mass spectrometry (GC-MS/MS)
- Ion chromatography (IC)
- Liquid chromatography (LC)
- FTIR (Fourier Transfer Infrared)
- UV spectrophotometer
- Inductively coupled plasma (ICP)
- Inductively coupled plasma mass spectrometry (ICP-MS)
- ELISA (enzyme-linked immunosorbent assay)
- Liquid chromatography–tandem mass spectrometry (LC-MS/MS)
- Real Time PCR
Over 30 testing methods are used to ensure the quality and origin of foods for consumers. With recent cases of food fraud and adulteration, it’s more important than ever to ensure the authenticity of raw materials and finished food products.

**Allergen Testing**
Unintentional presence of allergens in food products can lead to severe food safety issues. We offer quantitative and qualitative allergen testing, covering food matrices and cleaning validation and verification. Our methodology is based on ELISA (enzyme-linked immunosorbent assay), a technique to detect the presence of a substance, usually an antigen, in a sample.

**GMO Testing**
Consumers are interested in whether their food includes genetically modified organisms (GMOs), and companies are increasingly adding GMO labeling on their products. NQAC Dublin offers GMO testing, including qualitative screening for genetically modified material and ID genetically modified events and quantification of Maize and Soya genetically modified events.

**Authenticity Testing**
Originally created to protect the authenticity of juice from various adulterants, the department has expanded to support label claim accuracy and other specialized testing for additional products including infant formula, coffee/tea, meat and various raw ingredients. We utilize state-of-the-art equipment including DNA analysis, mass spectrometry and spectroscopy. Techniques can either be targeted and specifically screened for when the analyte of interest is known or non-targeted.

NQAC Dublin offers a variety of custom testing packages that meet our customers’ needs to prevent food fraud on juices and to validate nutritional labeling. These packages help streamline test selection for our customers.
Our team is ready to provide rapid support when emergency situations arise.

Pathogens
We analyze raw materials, environmental samples and finished products for pathogens. Our fast, accurate screening methods detect any presence of pathogens in the tested samples.

Hygiene Indicators
We also perform quantitative microbiology testing for hygiene indicator (free from contamination of non-pathogens) and spoilage microorganisms in raw materials, environmental samples and finished products.

Both automated screening platforms and classic microbiological testing techniques are utilized for pathogens, hygiene indicators and spoilage microorganisms. A dedicated team manages specialized projects like challenge studies and sterility testing.

Quality and Technical Support
Our technical experts possess diverse backgrounds and experience in analytical testing and food safety. These experts are available to answer questions related to microbiology, chemistry, laboratory and food safety issues and can provide additional support as needed.

Services offered by our Quality and Technical Support Teams include:
• Implementation of good laboratory practices
• Implementation of ISO 17025
• ISO 17025 and GLP internal auditing
• Internal audit program development
• Education and training
• Foreign body identification
• Expert advice
• Method validation and verification assistance
• Workshops

Technologies Used:
• ELISA  • Microscopy
• PCR  • Serology
Special Testing and Services

NQAC Dublin offers a variety of additional special and custom testing options to meet the full range of our customers’ needs.

Factory and Complaint Investigations
The Factory Investigation process is used to identify foreign bodies, including plastics, glass and metals, which may have been introduced through the manufacturing process. We use a toolkit of non-destructive testing techniques such as X-Ray Fluorescence Spectroscopy (XRF) and Fourier Transform Infra-Red Spectroscopy (FTIR) to best identify the source of the material. Additional offerings include Line Mapping, Foreign Material Library Characterization and Finger Printing.

Packaging Testing
From the beginning of the product life to the end of the production line, food material comes into contact with varied types of materials. We conduct packaging testing on an array of materials, including plastic, flex and cans, and use a variety of technologies to ensure food products and processes are safe. Technology used for these analyses include GC, GC-MS, LC-MS/MS, or ICP-MS. We can test for:
- Bisphenol A
- Plasticizers (Phalates)
- Residual solvents
- Butadiene and Styrene
- Heavy metals

Collaborative Studies
We conduct collaborative studies to validate the similarities and differences in results and methodologies that are obtained from different laboratories. Also, we assist with testing for control validation used in factory settings.

Comparison and validation tests are conducted to:
- Check the ability of laboratories to deliver valid testing results
- Determine whether a certain analytical method performs well and is fit for its intended purpose
- Compare different methodologies to help meet the requirements needed
- Complete testing on control samples that can be used as data collection for your business.

Shelf-Life Studies
An accurate and reliable shelf life is not only important for products to comply with government regulations, but also for brand integrity. Targeted studies validate that your product maintains its quality throughout its shelf life.

Customers can select from a range of temperature and humidity storage conditions and flexible studies, including:
- Nutritional and chemical analysis
- Microbiological analysis
- Physical properties
- Indirect (e.g. accelerated) and direct studies
From start to finish, we ensure that the testing process is efficient and effective for your business.

We begin processing samples the day they are received, and our team of experts stands ready to assist with questions and suggestions along the way. It’s easy to get started:

**Set up New Customer ID Number**
Visit the “Work With Us” section of nqacdublin.com or email grpCSNDub@us.Nestle.com to sign up as a new customer. Our Customer Service team will follow up with everything you need to get started.

**Complete Analysis Request**
Provide the required information and the tests you need. Unsure about what testing to select? Our Customer Service team can provide suggestions to ensure you receive the most accurate and efficient results based on your needs.

**Collect and Package Samples**
Collect samples that are representative of the product to be tested, and package carefully to prevent loss of sample integrity during shipping. Be sure to include a printout of your Analysis Request Form in your shipment and confirm that your sample labels match the information on the form. Contact Customer Service for guidance on appropriate sample size and sample submission tips.

**Ship and Submit Samples**
Ship samples to NQAC Dublin, 6625 Eiterman Road, Dublin, Ohio 43016. Samples are received Monday-Sunday from 7:30 a.m. - 8:00 p.m. EST. Samples received prior to 4:00 p.m. are processed the same day. (If shipping via UPS Critical, samples received by 5:30 p.m. will also be processed the same day.)

**Your Results**
We receive, test and report every day. Results are issued via email in .pdf format. We also offer weekly data exports in Excel for easy result trending and importing.

**Absolute Confidentiality**
Your information is completely confidential and we will only release testing results to individuals you authorize.

**We look forward to working with you.**
Call 614.526.5200 or email: grpCSNDub@us.Nestle.com to get started!
OUR PROMISE TO YOU
We are committed to providing the highest quality results and industry-leading customer service with absolute confidentiality.