

Streck

SERVICES & SUPPORT

- SALES
- TECHNICAL SERVICE
- CUSTOMER SERVICE
- FINANCE
- *STATS*[®]



WELCOME

Dear Customer,

At Streck, we pride ourselves in offering excellent service to our customers, before and after the sale. Our dedicated employees in Sales, Technical Service, Customer Service, Finance and *STATS* are here to make your experience with Streck an enjoyable one. Our primary focus is to supply you with superior products.

Streck's Mission Statement:

"We are dedicated to providing our customers with unique products that surpass their expectations in terms of quality and value."



We want your relationship with our company to extend beyond being satisfied with our product. We believe it is a privilege to serve you. So, please use the resources outlined in this brochure. They are available to you at no additional cost and we are looking forward to your next call.

Sincerely,

Streck Services & Support

Your purchase is just the beginning of our commitment!

SUMMARY OF SERVICES & SUPPORT

Sales

Our Sales representatives will introduce you to our company and describe our portfolio of products for the clinical laboratory. Because Streck manufactures over 65 products, they are divided into specialized teams to give you a comprehensive view of our products. You can rely on their expertise to help you choose the right products for your lab.

- Presents a technical summary of new and existing products
- Provides product samples and price quotes
- Determines product volume requirements
 - **Standing Orders** ensure that you receive product when you need it. Standing orders are a great way to consolidate shipments, save on freight costs and minimize lot-to-lot conversions.

Technical Service

Streck products are supported by a staff of experienced Medical Technologists who welcome the opportunity to assist customers. Our on-site Technical Service representatives have access to a fully equipped laboratory. Streck's Technical Service department is an excellent resource to answer your product questions.

- Provides technical product support
- Assists with implementation of new Streck products
- Troubleshoots instrumentation and resolves technical problems
- Supports our ESR analyzer and associated product line
 - Facilitates your transition to the ESR-Auto Plus
 - Processes ESR-Auto Plus correlation data



SUMMARY OF SERVICES & SUPPORT

Customer Service

Our primary goal in the Customer Service department is to ensure that customers receive the products they need, when they need them. A Customer Service representative will confirm your faxed order within 24 hours of receipt.

- Responds to general inquiries
- Processes orders
- Confirms the correct order quantity and shipping schedule
- Verifies product expiration
- Provides proof of delivery information

We accept orders by:

- Phone: 800-228-6090
- Fax: 402-333-6017
- E-mail: customerservice@streck.com
- Surface mail: 7002 South 109th Street, Omaha, NE 68128

Finance

We offer many payment options and we do accept credit cards.

Our Accounts Receivable representative is on hand to answer any questions about your account status or billing cycle.

- Phone: 800-843-0912 ext. 7406



STATS INTERLABORATORY QUALITY CONTROL PROGRAM**STATS®**

STATS®, Streck's interlaboratory quality control program, provides many benefits. *STATS* offers you the opportunity to compare the accuracy of your instrument with other labs who utilize the same instrument and same control lot. *STATS* reports provide assurance that your instruments are accurate and efficient.

Enrollment

Participation in *STATS* is easy. You can enroll in the program through your sales representative or the *STATS* Department or download an enrollment form at www.streck.com. Return the completed form to Streck via fax or e-mail. Once we receive a completed enrollment form, your laboratory will receive the following:

- Lab and instrument identification number(s)
- Data input forms
- Preprinted instrument labels
- Supply reorder form
- Pre-addressed envelopes for submission of your control results
- *STATS* Due Date Calendars

Cycle of Events

After you receive your data forms, begin recording your control results as you use Streck products. Information sheets will include the exact due date for your data. Reports are printed, collated and issued within 8 business days of your designated cutoff date. If your data is not received at Streck by the designated cutoff date, it will be held and processed with the following cycle's data.

Options for Submitting Data

Submit your data electronically via email. *STATS* accepts data by fax, disk and mail as well.

Daily input forms

Submit daily written input values on *STATS* data input forms. *STATS* also accepts control file printouts from most instrument systems.

Summary data forms

Submit the number of data points per lot, mean and standard deviation from the internal instrument or computer system, or record values on *STATS* data input forms. Streck's *STATS* department will provide the calculations.

STATS INTERLABORATORY QUALITY CONTROL PROGRAM

Output Reports

All laboratories participating in *STATS* will receive a complete report with current and cumulative peer group comparisons. The report includes mean, S.D., C.V.% and standard deviation interval (S.D.I.). Levey-Jennings graphs are featured for selected parameters of hematology controls. The graphs provide a visual representation of daily values to detect internal shifts or trends that may indicate a system problem.

STATS-Link®

STATS-Link is a complimentary online service that allows participants to view and download their reports online. When a report is available online, participants are notified via e-mail, allowing the laboratory to evaluate their QC data in a timely manner. Each account is password protected and accessible 24 hours a day. *STATS-Link* participants must be enrolled in *STATS*. Visit www.streck.com for additional information or to enroll in this program.

Maintenance and Update

Contact the *STATS* Department with any product or instrument changes. Product and instrument changes will affect your peer groups if not reported.

You should also notify *STATS* if your address or contact person changes to ensure that your reports are delivered correctly.



INTERPRETING STATS SAMPLE REPORT

STATS® Interlaboratory Quality Control Program										Streck statslink.streck.com 800.898.9563							
Para 12® Plus Retics																	
Lab Acct Number: 00100 SAMPLE LAB REPORT 1234 MAIN STREET										Date Prepared - 06/09/2008 Date Received - 05/27/2008 Date From - 05/03/2008 Date To - 05/27/2008							
Instrument Number 339 Shift 2										Lot Number 8105							
ANYTOWN, NE 12345																	
Instrument/Serial Number - Abbott CELL-DYN® 3200																	
1 <u>Current Submission</u> Number of Labs: 5					Low 81050260					2 <u>Cumulative Submissions</u> Total Number Of Labs: 5							
		3		4		5		6		7		8		9		10	
Para-Meter	Assay Mean	Your Mean	Your S.D.	Your C.V.	Group Mean	Group N	Group S.D.	Group C.V.	S.D.I.	Your Mean	Your S.D.	Your C.V.	Group Mean	Group N	Group S.D.	Group C.V.	S.D.I.
WOC	3.1	3.1	0.07	2.28	3.1	221	0.07	2.41	-0.18	3.1	0.07	2.28	3.1	221	0.07	2.41	-0.18
NEUT%	51.5	51.2	1.53	2.99	52.9	223	2.21	4.18	-0.75	51.2	1.53	2.99	52.9	223	2.21	4.18	-0.75
LYM%	32.5	32.3	1.65	5.11	32.1	223	1.35	4.19	0.11	32.3	1.65	5.11	32.1	223	1.35	4.19	0.11
MONO%	9.1	9.0	1.02	11.35	8.4	224	1.07	12.85	0.58	9.0	1.02	11.35	8.4	224	1.07	12.85	0.58
EOS%	3.0	2.4	0.39	16.32	2.4	224	0.32	13.37	-0.11	2.4	0.39	16.32	2.4	224	0.32	13.37	-0.11
BASO%	4.6	5.0	0.74	14.89	4.2	224	1.09	26.26	0.74	5.0	0.74	14.89	4.2	224	1.09	26.26	0.74
RBC	2.81	2.76	0.06	2.06	2.78	223	0.06	2.14	-0.25	2.76	0.06	2.06	2.78	223	0.06	2.14	-0.25
HGB	7.5	7.5	0.09	1.20	7.5	222	0.09	1.21	-0.24	7.5	0.09	1.20	7.5	222	0.09	1.21	-0.24
HCT	20.7	20.6	0.57	2.77	20.6	223	0.63	3.05	0.04	20.6	0.57	2.77	20.6	223	0.63	3.05	0.04
MCV	73.6	74.6	0.81	1.09	74.0	225	1.14	1.55	0.45	74.6	0.81	1.09	74.0	225	1.14	1.55	0.45

- 1 Current Submission** This side of the report refers to cyclical data. It represents the statistical results of all lab reports generated for a specific lot number and instrument in a particular cycle.
- 2 Cumulative Submissions** This side of the report refers to cumulative data. It represents the statistical results for all lab reports generated for a specific lot number and instrument over the dating of the product.
- 3 Assay Mean** The value printed on the assay form.
- 4 Your Mean** The arithmetic average of your data entries. Values outside ±3 S.D. of your laboratory mean or values outside ±2 S.D. of your assay mean are excluded from the calculations.
- 5 Your S.D.** The degree your data varies around the mean. For example, if your hemoglobin value is consistently 13.5 for 10 runs, your S.D. is 0.
- 6 Your C.V.** The percent your data varies around the mean.
- 7 Group Mean** The arithmetic mean for all users in an instrument group.
- 8 Group S.D.** The standard deviation for all users in an instrument group.
- 9 Group C.V.** The coefficient of variation of all users in an instrument group.
- 10 S.D.I. (Standard Deviation Interval)** This is a measure of the difference between your mean and the average of all laboratory means in a comparison group. The difference is expressed in terms of the standard deviation of all the means in the group. A positive S.D.I. indicates your mean is higher than the average. A negative S.D.I. indicates it is lower.

$$\text{S.D.I.} = \frac{\text{Your Mean} - \text{Group Mean}}{\text{Group S.D.}}$$

QUICK REFERENCE CONTACT INFORMATION

- Sales Department: (800) 843-0912
- Technical Service: (800) 843-0912 x 7510
- Customer Service: (800) 228-6090
- Finance: (800) 843-0912 x 7406
- STATS Department: (800) 898-9563
(402) 691-7495
- Submit STATS data:
 - Fax to: (402) 333-7874
 - E-mail to: statsdata@streck.com
 - Mail to: Attn. STATS Department
Streck
PO Box 45625
Omaha NE 68145-0625
 - Modem dial up: (800) 691-7516
For Infolab/Danam™ Excell™ 16 users only
- STATS-Link: www.streck.com

Visit www.streck.com for Streck Product information.



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