



ICAR Member Organisations
ICAR Reference Laboratory Network Members

Poligny, the 20th of December 2011

Subject : ICAR Reference Laboratory Network
& Interlaboratory Study Programme 2012

Dear Madam,
Dear Sir,

End of years has become the traditional period for renewing contact and, beside the opportunity to address you our best greetings, to provide you an information on last developments, news and the programme of international proficiency testing prepared for the next Year 2012.

The early nineties have seen the upcoming of analytical quality assurance (AQA) with certification and accreditation implementation. Already ICAR has anticipated the "New Deal" of Quality Assurance by setting up the Special Stamp for various animal recording activities. From 2006, that system is replaced by the ICAR system of Certification of Quality which is based on regular audits possible for every parts of the recording systems in place in its member organisations. The analytical dimension is now taken into account by reference to guidelines specific to laboratories and milk analysis.

In such a system ICAR Reference Laboratory Network has become a major tool as it allows establishing the international laboratory anchorage and the inter-laboratory comparisons needed to assure laboratory equivalence and mutual recognition within ICAR.

For those reasons, every ICAR member organisation is invited to consider the interest to participate in the structuring model proposed by ICAR and, to help in this, we invite you to consult the successive items here below and in the following pages, and to use the proposed forms (network membership, trial participation) according to your situation and needs :

- 1- Information on ICAR Reference Laboratory Network
 - 1.1 History and development
 - 1.2 Communication
 - 1.3 Analytical performance assessment and harmonisation
 - 1.4 Development of a reference system for somatic cell counting
- 2- Join the network / nominate a reference laboratory
- 3- Register for the ICAR International Interlaboratory Proficiency Study Programme 2012

In the name of the members of ICAR Sub-committee on Milk Analysis, I thank you for your interest in this general issue of AQA in milk recording laboratories and transmit to you and to the personnel of your organisation our best wishes for Christmas and the New Year 2012.

With best regards.

Olivier Leray
ICAR Sub-Committee on Milk Analysis

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P.J. : List of ICAR Reference Laboratory Network NW-list-27 is available [here](#)

1. ICAR Reference Laboratory Network:

1.1 History and development :

In 1994, in order to enhance the world-wide recognition of national animal recordings, ICAR introduced Analytical Quality Assurance (AQA.) for milk analytical measurements and the Working Group on Milk Testing Laboratories (MTL WG) was entrusted with the task of implementing an International Analytical Quality Assurance System for milk recording within ICAR. Since then, setting up and animating an international network of reference laboratories under the aegis of ICAR has been a major objective of the group, as such a network constitutes an effective tool to develop AQA and harmonise analytical practices in milk recording laboratories.

Indeed, it is aimed at that every ICAR country involved with milk recording would have (at least) one laboratory commissioned by the national organisation to monitor routine testing laboratories and provide them with relevant guidance, tools and services for analytical quality assurance and that this laboratory would be a member of the ICAR Reference Laboratory Network at the international level.

The network members are identified as so-called reference laboratories by ICAR with regard to their capability for exemplary analytical practices, provision of reference to routine testing laboratories and possible contribution to international reference definition. So-called reference laboratories are expected to enhance harmonisation of practices and quality at their national levels according to international standards and ensure analytical results through national and international proficiency testing. From 2006, the ICAR AQA system has become part of a larger integrated ICAR Quality Assurance System based on Certification of Quality. Its permanency is assured by the Sub-Committee on Milk Analysis (ICAR MASC).

Composition : Since it was created in 1996, ICAR reference laboratory network has progressively grown up to reach membership stabilisation in 2003. After welcoming three new members in 2010, it is composed at the end of 2011 of 41 laboratory members from 34 countries as follows:

Argentina	(1)	Austria	(1)	Belgium	(2)	Canada	(1)
Croatia	(1)	Cyprus	(1)	Czech Republic	(1)	Denmark	(1)
Estonia	(1)	Finland	(1)	France	(1)	Germany	(2)
Hungary	(1)	Ireland	(1)	Israel	(1)	Italy	(1)
Japan	(1)	Korea	(1)	Latvia	(2)	Lithuania	(1)
The Netherlands	(1)	New Zealand	(1)	Norway	(1)	Poland	(1)
Slovak Repub.	(1)	Slovenia	(1)	South Africa	(3)	Spain	(1)
Sweden	(1)	Switzerland	(1)	Tunisia	(2)	United Kingdom	(1)
U.S.A.	(2)	Zimbabwe	(1)				

(n) : number of member(s)

1.2 Communication :

Communication is the key for enhancing harmonisation in the ICAR lab community. The laboratory network, through its members, allows establishing direct routes between harmonisation bodies and testing laboratories, therefore constitutes an adequate frame to provide laboratories with various information, as much for the general interest of the group as for more individual particular aspects. Communication is tri-directional as it is to exist between members, from ICAR to members and members to ICAR.

- a- Between network members : One of objectives of the network is to provide a sufficient information to identify appropriate correspondents thus enabling connection and collaboration between members inviting to exchange information and know-how on analytical matters. This goal is achieved through a list of network members where are reported all the elements needed to establish communication and beside an information about respective members' missions and activities. With this respect, it is usual some member's pieces of information become out-of-date along time with local changes thus making regular updating necessary.

- b- From ICAR to network members : Another objective is to enable ICAR to provide and circulate information on analytical matters (e.g. member list updates, guidelines, standards, reports, proceedings, news, forthcoming meetings and events, etc) and communicate relevant guidance to appropriate correspondents involved in quality assurance in milk recording analysis. Indeed this is the utmost way to promote harmonisation and AQA, that ICAR implements through regular e-mail communication (essential to update e-mail addresses) and possible consultation and downloading from its website.
- c- From network members to ICAR : Knowledge on the state of the art within the network and member countries is a necessity to upgrade and improve local situation so as to converge to harmonisation. Regular provision of information can be made from countries through questionnaires and, reciprocally, survey results returned back to members with the collective added value for comparison (benchmarking).

ICAR website

From 2002, ICAR web site has become a new and easy-to-use source of information to laboratories thanks to the specific space dedicated to Milk Testing Laboratories:

http://www.icar.org/pages/Sub_Committees/sc_milk_laboratories.htm

Today ICAR website enables everyone to keep aware of work underway in the new Sub-Committee on Milk Analysis, to have at one's disposal technical documents produced by the group and find specific information about ICAR Reference Laboratory Network. With this respect regular meetings of the network can be announced and relevant proceedings posted thereafter.

Network meetings and analytical workshops

Such events help to settle and reinforce the AQA system developed by ICAR through establishing and strengthening direct links in live beside they also allow to present new technical pieces of information that can be used later on for future guidance. Social events associated to such meetings enable members to know each other and establish friendly relationship what facilitates further exchanges and collaboration.

From 2002, five meetings have been held, in Interlaken, Switzerland (2002), in Sousse, Tunisia (2004), in Kuopio, Finland (2006), in Niagara Falls, USA (2008) and in Riga, Latvia (2010).

The next meeting dedicated to the network will be held in Cork (Ireland) during the 38th Biennial ICAR Session in May-June 2012 (www.icar2012.ie).

Subjects currently under focus are international reference systems, centralised calibration, laboratory networks connection and new analytical developments at-lab and at-farm of which last developments will be presented in the continuation of the former meetings.

As agreed upon in Riga a brainstorming workshop on prospects in analytics for milk recording was initiated at the occasion of the ICAR General Assembly in Bourg-en-Bresse (FR) in June 2011 (www.icar2011.fr) From the interest and satisfaction expressed by participants, such an exercise will be renewed in Cork in the follow up of the Reference Laboratory Network conference meeting.



Speakers in analytical conference in Bourg-en-Bresse 2011 (from left to right, top to bottom: Olivier Leray (France), Liubov Lemberskiy-Kuzin (Israel), Frederic Dehareng (Belgium), Steen Kold-Christensen (Denmark))

As well in Bourg-en-Bresse, Technical Session 4 of the ICAR conference workshop "New technologies and new challenges for breeding and herd management", as dedicated to milk analysis, was the occasion to raise topical issues for the future.

Analytical performance assessment and harmonisation :

The early nineties have seen the upcoming of AQA with certification and accreditation implementation. Already ICAR has anticipated the "New Deal" of Quality Assurance by setting up the Special Stamp for various animal recording activities. From 2006, that system is replaced by the ICAR system of Certification of Quality which is based on regular audits possible for every parts of the recording systems in place in its member organisations. The analytical dimension is now taken into account by reference to guidelines specific to laboratories and milk analysis.

The greatest importance is given to the assessment of laboratory performance for reference methods as used to calibrate rapid routine methods. Various possible network members' activities can require such an assessment, such as laboratories in charge of calibrating milk analysers, defining reference values for reference materials (RMs), evaluating milk analysers, transmitting good procedure/laboratory practices through teaching/training sessions.

One objective for ICAR remains today to provide to laboratories in ICAR countries a linkage and an anchorage with the international level through international interlaboratory proficiency studies. The model proposed is that of two different network levels - international and national - where interlaboratory proficiency studies can be organised. Linkage between levels is expected through designated national laboratories which can participate in proficiency testing studies at both levels. Through their performance at both levels, the estimates of possible mean biases between national and international trials can be established and transmitted to the routine laboratories of their respective national network so that they can calculate their own position versus the international reference given by the international trial.

To make this possible, ICAR have implemented international proficiency testing schemes organised twice a year since 1996. They have become an element of the overall ICAR Quality Assurance System.

1.3 Development of a Reference System for Somatic Cell Counting :

ICAR Reference Laboratory Network can serve as a model to implement consistent interlinked analytical/laboratory systems and may be invited to participate in broader projects. Indeed since 2008 ICAR and IDF have collaborated in a joint programme of work made to provide a single reference worldwide for somatic cell counting. Largely based on the principles developed and implemented within ICAR reference Laboratory Network this system will concern all the category of laboratories and organisations involved in somatic cell counting. Beside the two initiator organisation IDF and ICAR is involved the European Community through its national reference laboratory for regulation and the programme received the support of a number of other international organisations.

More detail on the above mentioned issues can be found in the Proceedings of ICAR Reference Laboratory meeting of

Niagara Falls 2008 : http://www.icar.org/Documents/milk_laboratories_leray/Niagara_Whole_Proceedings.pdf

Riga 2010 : http://www.icar.org/Documents/milk_laboratories_leray/Proc.%20MA%20Riga%202010.pdf

Regular information on the programme of reference system for somatic cell counting is given in the programme newsletter that one can download from the webpage <http://www.fil-idf.org/Public/TextFlowPage.php?ID=37599>.

2. Join ICAR network and make it live !

ICAR laboratory network, as a living organisation, evolves and changes according to modification in its membership. Membership is determined by nominations made by national organisations which provides them with specific status within ICAR.

As requested to play a role in milk recording analytical quality in their country, laboratory members of ICAR network are expected to have particular competence that can be expressed in one or more of the missions hereafter listed and serve as eligibility criteria for nomination:

- | | |
|---------------------------------------------------|-------------------------------------------------|
| 1- National ring test organizer | 5- Information on analytical methods |
| 2- Reference Material supplier | 6- Evaluation of analytical methods/instruments |
| 3- Master laboratory for centralized calibration | 7- Research on analytical methods |
| 4- Teaching and training in laboratory techniques | 8- National regulatory control of DHI analyses |

In general, any laboratory commissioned to monitor routine testing laboratories is invited to join the network so as to contribute to design the two level (national and international) frame within which AQA and harmonisation is implemented. For specific situation where only few laboratories with no national co-ordination, individual routine laboratories may also join the network so as to benefit to a direct anchorage to the international level whereas, in well structured local situations, so-called reference laboratories can establish the junction between routine labs and the international level.

Becoming a member does not imply any specific membership fees as the whole project is part of a collective operation within ICAR. Nominations are only dependent on decisions of ICAR national organisations which decide on the opportunity to nominate laboratories with regard to needs of own quality assurance policy.

Practically, nominations, membership replacements or cancellations can be realised at any time by national committees/organisations through the nomination form appended. This is the same form to be applied if laboratory characteristics (i.e. national missions and expertise/competence) have evolved, requesting modifications in the network list.

So this is today the opportunity to provide you with the last update of the network member list ([here](#)) and to initiate preparation of the next update from your feedback.

To make it possible, you are kindly invited,

- In case you have already appointed a laboratory, to **check all the pieces of information** related to the reference laboratory(ies) already nominated and **inform us on modifications needed**,
- In case you have not done yet and wish to take part in the reference laboratory network, to designate the laboratory of your choice,

by filling in and returning the form here below.



3. ICAR International Interlaboratory Proficiency Study Scheme :

General

From network creation in 1996, ICAR has proposed to network members international interlaboratory proficiency study programme dedicated to main (cow) milk component of interest for milk recording. This has been made possible thanks to early partnerships established with the French (non profit) association CECALAIT and later on, from 2002 to 2005, with the Italian organisation AIA-LSL for the development of similar international PT programmes for sheep and goat milk analysis.

ICAR PT trials have been proposed for the laboratory participation on a voluntary basis to help them to comply with analytical quality assurance requirements.

Indeed, the system of Certification of Quality implemented by ICAR from 2006, includes a recognition of the competence of laboratories, and more widely of analytical systems in ICAR member organisation, and requires regular PT participation with international anchorage.

Current news

In Year 2011, participation in the ICAR proficiency testing scheme has shown a slight increase as compared to 2010 with the respective numbers of participation in March/September 2011, 15/19 for fat, 18/18 for protein, - 14/16 for lactose, 16/16 for somatic cell counting and 13/14 for urea.

However the today participation represents but the half of the network members since then enlarging the participation in PTs to all the laboratory members of the network is the most desirable objective for the next future. As well need is to complete the network representative-ness for all the dairy organisation member of ICAR and involve the new ICAR members in the laboratory network and PT trials.

So this letter is the occasion for a recall on the interest of the reference system so-developed which serves both individual member organisations and the ICAR milk recording community and a renewed invitation to join the network and make it grow - hence more and more representative and effective - to provide accurate analytical traceability and anchorage to ICAR laboratories.

Programme 2012

As in the former years, there are two interlaboratory study series scheduled in 2012, the 33rd and 34th trials from 1996, in March and September 2012 respectively. They concern the determination of fat, protein, urea and somatic cell counting and lactose in cow milk. They will be organised by the French association ACTILAIT by its eastern site located in Poligny ACTILAIT-CECALAIT.

Particular cautions for registration

It is important to have in mind that two registration forms are needed :

- the Actilait-Cecalait form, according to regular Actilait-Cecalait trials or as appended in Annex page 11, to receive the samples and obtain an individual performance report.
- the authorisation form for data use, which can be either permanent or yearly renewable (page 9), to benefit of ICAR group statistical evaluation and group discount.

Particular cautions for international delivery

Large delays can result from missing exact fulfilment of the custom requirements of the importing country so need to update Actilait-Cecalait on the local custom requirements and the latest changes.

For new participant particular attention should be brought to the first trial to check transport effectiveness and where needed enable possible improvement with regard to delays. The most adequate way for sample transport and delivery will be determined.

Details of the annual programme are provided here below in a specific information sheet including the registration forms.





ICAR INTERLABORATORY PROFICIENCY STUDY PROGRAMME 2012



ANALYTICAL METHODS FOR COW MILK

- TECHNICAL INFORMATION -

1) **Methods to apply:** Reference methods used by the participant to calibrate its automated routine methods for fat and protein, and all methods for somatic cell counting, lactose and urea.

Attention: Applying infra-red measurements cannot provide an effective evaluation of lab performances like with chemical methods. Infra red read-outs are influenced by variability in fat and protein composition. Therefore, laboratories in different countries and regions will work with different calibration settings. Measuring trial samples with infrared would hamper a fair comparison and a proper interpretation of the results. Centralised calibration can only be a specific choice of the country that can apply IR trials in its national schemes.

2) **Samples:**

- 10 whole milk samples: preserved with 0.02 % bronopol, regularly ranging from 1.5 % to 4.9 % fat and from 2.5 % to 4.0 % crude protein (TNx6.38)
- 10 whole milk samples: preserved with 0.02 % bronopol, regularly ranging from 4.6 % to 5.1 % lactose
- 10 whole milk samples: preserved with 0.02 % bronopol, regularly ranging from 50 to 1600 x10³ cells/ml
- 10 whole milk samples: preserved with 0.02 % bronopol, regularly ranging from 10 to 70 mg urea /100 ml
- 3 Kjeldahl solutions: 1 tryptophan + 1 Glycin + 1 ammonium sulfate, at N concentration of milk
- 1 lactose solution : at the concentration of milk.

3) **Dispatch conditions:**

- **packaging** : 65 ml or 35 ml polyethylene screw-capped vials with airtight joints.
- **number of samples** : 1 set of 10 samples for fat and protein measurements (nitrogen by Kjeldahl), 1 set of 10 samples for lactose measurements, 1 set of 10 samples for SCC and 1 set of 10 samples for urea.
- **dispatch** : by express carrier with ice in isolated boxes => arrival within 1 day (for most European countries) up to 5 days, depending on the consignee's country.
- **storage in the laboratory:** samples must be stored at 4°C upon arrival and should be analysed for SCC no longer than 5 days, and for chemistry no longer than 10 days, after the dispatch date.

4) **Date of sample dispatch :**

	1st trial	2nd trial
Europe and next to	: 5 March 2012	3 September 2012
Arrival expected	: from 6 to 10 March 2012	from 4 to 8 September 2012

5) **Statistical treatment:**

Evaluation versus the participant group (network reference) with the whole group presentation (anonymous) :

- * assessment of repeatability (duplicates requested)
- * assessment of accuracy
- * assessment of calibration (where needed)
- * assessment of linearity (where needed)
- * laboratory evaluation through a ranking table and a target figure.

Evaluation versus ACTILAIT-CECALAIT reference values with individual bulletins of own results and scores.



ICAR INTERLABORATORY PROFICIENCY STUDY PROGRAMME 2012



ANALYTICAL METHODS FOR COW MILK

- REGISTRATION / AUTHORISATION FORM FOR DATA USE -

Laboratory name: Country :

Address: Telephone:
..... Fax:
..... E-mail :

Name of the contact:

Aware of that

- ICAR interlaboratory proficiency studies for fat, protein, lactose, urea and somatic cell determination are organised by the proficiency trial organiser ACTILAIT-CECALAIT under the umbrella and on behalf of ICAR, following technical requirements defined in an annual convention passed between ICAR and ACTILAIT,
- ICAR interlaboratory proficiency studies are performed according to the same experimental design and using the same samples as those of ACTILAIT-CECALAIT trials organised at the first quarter (March) and third quarter (September) of the year,
- ICAR interlaboratory proficiency studies are specially organised in the frame of ICAR Reference Laboratory Network so as to help members in self-evaluating by comparison with peers for the objective of analytical quality Assurance in national and international milk recording and, as such, are parts of a general quality assurance system implemented by ICAR,
- ICAR interlaboratory proficiency studies enable to provide, beside the assessment of own quality by individual scores, a collective technical information (anonymous) on methods/participants behaviour for the benefit of users,

the above-named organisation/laboratory by the present form hereby :

- requests to participate in ICAR PT programme therefore gives its authorisation to the organiser ACTILAIT-CECALAIT to utilise its results addressed during the normal course of ACTILAIT-CECALAIT trials for the purpose of ICAR statistical treatments, for the analytes or measurands or criteria proposed in ICAR trials.
- declares the present form as a complement to the ACTILAIT-CECALAIT order form so as to benefit of the specific ICAR rates for the defined ICAR criteria, according to the conditions here-after appended.
- declares the above-mentioned authorisation valid for network trials of Year 2012 only. It should be annually renewed for further yearly application by the laboratory [] (*)
- declares the above-mentioned authorisation valid permanently for the Year and subsequent years until cancellation by simple request of the laboratory [] (*)

Date:

Signature :

(*) tick in the square where appropriate / cross out the sentence where inappropriate

Please, return to : ACTILAIT-CECALAIT, B.P. 70129, 39801 POLIGNY CEDEX, France - Fax : 33.3.84.73.63.29

BY : 20 February 2012



ICAR INTERLABORATORY PROFICIENCY STUDY PROGRAMME 2012



ANALYTICAL METHODS FOR COW MILK

- CONDITIONS OF PARTICIPATION -

- 1- Registrations are made through the unique form of physicochemical proficiency testing on raw milk of ACTILAIT-CECALAIT so as to avoid confusion between different schemes :

The form is for common use to ICAR and ACTILAIT-CECALAIT interlaboratory proficiency studies carried out in parallel. As such it allows to register for more criteria than the only required by ICAR for other purposes but such extra registration would be for CECALAIT treatment only. The first (March) and third (September) columns relate to ICAR network trials.

In addition an individual authorisation for analytical data use in the network treatment is specially requested through a 2nd form "Registration/authorisation form for data use". It can be valid for the year, then to be renewed every year, or be permanent until it is denounced. Its role is to avoid multiple registrations and prevent from mistakes / forgetting thanks to systematic registration to ICAR.

In case prior registrations were already made for ICAR criteria using the only form of the ACTILAIT-CECALAIT service catalogue, it is only needed to return the "registration/authorisation form for data use".

If ever you have not registered for all the ICAR criteria you need, you can address a modification of the former order by the deadline mentioned.

- 2- ICAR compounds/criteria proposed are **fat, protein, lactose, urea and somatic cell counting**. Fat and protein relate to the reference methods used to calibrate routine analytical devices. Fat and protein results obtained with infra-red spectroscopic methods cannot be taken into account in the statistical treatments since they cannot provide valid performance evaluations.
- 3- Rates are those of ACTILAIT-CECALAIT with the advantage of the **10 % discount** for consistent groups of more than 10 participants and shipping costs are real costs invoiced by express carriers, according to the same principle as in ACTILAIT-CECALAIT trials :

Network PT fees (Euros out of VAT per trial)	ACTILAIT/ CECALAIT members (*)	Others (non members)
Participation fees		
Shipping cost	real	real
Organising	46,46 €	69,68 €
Fat	46,46 €	69,68 €
Protein	55,75 €	83,63 €
Lactose	46,46 €	69,68 €
Urea	46,46 €	69,68 €
Somatic cells	46,46 €	69,68 €

(*) Membership is opened to every laboratory worldwide through paying an annual membership fee (www.cecalait.com)

Extra bank transfer charges where applied are owed by the ordering laboratory. Invoicing and payment recovery are made by Actilait-Cecalait with payment due by 45 days after invoicing according to Actilait-Cecalait rules.

- 4- Two statistical treatments are provided : Individual score bulletins distributed by ACTILAIT-CECALAIT on one hand, and the general network statistical treatment of ICAR.

TO BE FILLED IN BY ACTILAIT

TO BE FILLED IN BY ACTILAIT

N° CECALAIT®:	
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N°:	
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**REGISTRATION FOR PHYSICO-CHEMICAL PROFICIENCY TESTING
ON RAW MILK IN 2012**

(this sheet is equivalent to an order form)

Tariffs for each dispatch:

	CECALAIT® subscriber	non-subscriber
Registration fees	51.62 €	77.42 €
Participation fees (for each test)	51.62 €	77.42 €
Supplement for total and non-protein nitrogen	10.32 €	15.50 €

(these prices do not include postage and packing for international delivery or VAT)

Special conditions: for associations or groups with at least 10 participating laboratories: 10 % discount

Payment conditions: within 1 month receiving of invoice

Name and delivery address (or company stamp):	Name and invoicing address:

Name of the person in charge of the laboratory:

TEL:

FAX:

e-mail:

Intra-community VAT no.:

Prefers to have results and comments sent back in FRENCH ENGLISH *(delete as applicable)*

Wishes to participate in the following CECALAIT® proficiency testing (fill in the appropriate box):

TO BE FILLED IN BY ACTILAIT ---

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PHYSICO-CHEMICAL PROFICIENCY TESTING ON RAW MILK	Cecalait +ICAR dispatch : 5 Mar 2012	Cecalait dispatch : 4 June 2012	Cecalait + ICAR dispatch : 3 Sept 2012	Cecalait dispatch : 3 Dec 2012
FAT BY GERBER				
PROTEIN BY NOIR AMIDO				
FAT BY ROSE-GOTTLIEB				
TOTAL NITROGEN + NPN				
NON CASEIN NITROGEN				
DRY MATTER				
LACTOSE				
FREEZING POINT BY CRYOSCOPY				
UREA				
SOMATIC CELLS				

*NB: we reserve the right to cancel a criteria if there are less than 10 participating laboratories
Samples may arrive on a bank holiday in your country: please, be careful*

SIGNATURE*

DATE

** Signing this order form implies that you have read and accepted the proficiency testing regulations*

RETURN TO: ACTILAIT-CECALAIT®, B.P. 70129, 39801 POLIGNY CEDEX FRANCE - Fax: 33.3.84.73.63.29
BY: 20 February 2012 for the first dispatch, then at least 10 days before each dispatch
 ICAR Laboratory Network Programme 2012 - 11/11