

MAINTAINING SUCCESS

MONITORING, TRAINING, AND SUPPORT ENSURE ALL ASSOCIATE LABORATORIES' ACCURATE RESULTS

As a Rock River Laboratory associate, a high-quality standard is established from the moment sample analysis begins. Customers require consistently accurate answers daily, long after the first results are received. To deliver on this promise, our associate labs not only utilize our reliable calibrations; they have access to monitoring, process and protocol training, and answers from client specialists.

Our customers have relied on our results to make informed decisions since 1976. As our network has grown, we've built a support-for-success scaffolding to reinforce our high standards across all labs that are Powered by Rock River Laboratory - encouraging lab and customer success. For our associate lab partners, this incorporates:

DAILY TOUCHPOINTS

Our expert team compares your instrument to itself over time to track and fine-tune your results performance.

CONSISTENCY

Customers rely on consistent results. We teach and uphold the same quality assurance and quality control protocols that are employed at our headquarters lab, across the lab network.

PROCESSING CHECK POINTS

We monitor unique sample processing check points, utilizing our internally developed, cloud-based calibration platform.

ACCESS TO SPECIALISTS

Our client support team is educated, informed, and knowledgeable about all of our laboratory processes to lend their troubleshooting expertise to associate lab needs.

TRAINING

Ongoing training and re-training is pertinent to consistent results. We invest time and resources for all laboratory network technicians to hone their skills at every point in the sample analysis journey.

COMPARISON RUNS

Specific protocols are reviewed and rerun each day to compare and ensure consistency of sample preparation.

'Powered by Rock River Laboratory' is a commitment to the laboratories, nutritionists, agronomists, industry partners, and farmers that depend on us for accurate sample analysis. Join our network and experience our dedicated support first-hand.



LEARN MORE ABOUT BECOMING AN ASSOCIATE LAB PARTNER:

OFFICE@ROCKRIVERLAB.COM

| 920-261-0446

| WWW.ROCKRIVERLAB.COM

