

21 QUESTIONS

TO ASK *BEFORE* YOU RENEW

Evaluate Your Lab Equipment Support Provider, Before Another Year of Downtime and Delays



FlagShip[™]
LAB SERVICES

21 QUESTIONS TO ASK *BEFORE* YOU RENEW

Before you sign another service agreement, ask some hard questions.

Is your vendor helping extend equipment life, or just repairing what breaks?

Is your documentation airtight, or barely enough to pass?

Is your lab equipment support proactive, or reactive?

This scorecard gives you a simple, structured way to assess whether your current provider is meeting your long-term lab equipment needs, versus providing short-term break/fix support. Use the result in your next review meeting, procurement conversation, or internal audit.

Because the right vendor won't just respond to issues. They'll help prevent them.

SCORING GUIDE

For each "YES", earn 1 point

- 18-21: You've got a true partner
- 14-17: There's room to improve
- <14: It's probably time for a new conversation



RESPONSIVENESS AND COVERAGE**YES NO**

- | | | |
|-------------------------------------------------------------------------------------------------|--------------------------|--------------------------|
| 1. Do you know your average technician response time for critical service calls? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Is support available for all major equipment types, or just select brands/models? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Does your current vendor offer mobile, on-site repair service in your region? | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Are preventive maintenance and emergency repair handled by the same team? | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. If a part is delayed, can your current vendor offer a workaround to keep operations running? | <input type="checkbox"/> | <input type="checkbox"/> |

TECHNICIAN EXPERTISE AND SAFETY**YES NO**

- | | | |
|-------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|
| 6. Are your service providers certified in lab-specific safety protocols (e.g., DOT, IATA, RCRA)? | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Do their technicians understand GMP/GLP environments and requirements? | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Has your lab ever had to train a technician on basic lab etiquette or compliance? | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Are the same technicians assigned to your lab consistently, or does each service visit feel like a new vendor? | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Can the technicians explain <i>why</i> a fix was made, in addition to exactly <i>what</i> was done? | <input type="checkbox"/> | <input type="checkbox"/> |

DOCUMENTATION AND DATA**YES NO**

- | | | |
|---------------------------------------------------------------------------------------------|--------------------------|--------------------------|
| 11. Can you access unified service records for all equipment types in one place? | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Are calibration and validation certificates automatically provided? | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. Is service history linked to specific asset tags or locations? | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. Do you have visibility into upcoming PM schedules across your equipment portfolio? | <input type="checkbox"/> | <input type="checkbox"/> |
| 15. Can you pull a report showing compliance status across your lab's equipment, right now? | <input type="checkbox"/> | <input type="checkbox"/> |

STRATEGIC PARTNERSHIP AND COST CONTROL**YES NO**

- | | | |
|---------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|
| 16. Has your current vendor made proactive recommendations to improve uptime? | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. Are your service costs predictable month-to-month? | <input type="checkbox"/> | <input type="checkbox"/> |
| 18. Can your vendor support lab moves, installs, or decommissions as part of their standard support services? | <input type="checkbox"/> | <input type="checkbox"/> |
| 19. Is your current vendor able to service your whole lab equipment portfolio? | <input type="checkbox"/> | <input type="checkbox"/> |
| 20. Do you trust your vendor to reduce your equipment lifecycle costs? | <input type="checkbox"/> | <input type="checkbox"/> |

THE LAST, AND MOST IMPORTANT, QUESTION**YES NO**

- | | | |
|---------------------------------------------------------------------|--------------------------|--------------------------|
| 21. If this vendor declined to renew, would you fight to keep them? | <input type="checkbox"/> | <input type="checkbox"/> |
|---------------------------------------------------------------------|--------------------------|--------------------------|

NOT SURE YOUR CURRENT PROVIDER IS STILL A GOOD FIT?

Flagship supports labs from San Diego to Boston with ISO-accredited, technician-certified equipment services, including calibration, validation, PM, repair, and asset management.

Let's have a new conversation. Call us today at 800-274-0287 or email labs@flagshipinc.com.

