Digital Equipment Qualification Documentation (IQ|OQ)

Sartorius Digital IQ|OQ offers a paperless solution for equipment qualification, enabling customers to securely approve and sign documents digitally via a web-based platform, making the IQ|OQ process more efficient and sustainable.

1. **What is a digital equipment qualification (IQ|OQ)?**
   It is the digital version of the paper-based equipment qualification documentation (IQ|OQ).

2. **How are the digital IQ|OQ documents provided to Sartorius customers?**
   Sartorius uses an electronic process via a web-based platform to provide the digital IQ|OQ documents. Customers can use this platform to digitally approve, sign, and download the documents.

3. **Do I need to purchase or download any software or apps?**
   You do not need any additional software or apps; standard web browsers can be used.

4. **How can I get a digital IQ|OQ?**
   When ordering an IQ|OQ service, you can decide whether you want the IQ|OQ documentation in paper or digital form at no extra cost.

5. **Why is the digital IQ|OQ process a sustainable and efficient solution for laboratory equipment qualification documentation compared to a paper-based documentation?**
   The digital IQ|OQ process can optimize equipment qualification documentation by providing, approving, signing, and downloading via a single platform, saving paper and resources, which is more sustainable than the paper-based process.

6. **Is Sartorius' digital IQ|OQ process secure?**
   Yes, because it uses electronic signatures in accordance with 21 CFR Part 11, offers secure storage and access controls, applies the four-eyes principle, and ensures time-limited access to documents.

7. **How is a digital IQ|OQ performed and who is involved?**
   The service technician documents the IQ|OQ activities digitally and makes the documentation available to the customer online via a web-based platform so that they can review, approve, and sign it.

8. **How do I access the digital IQ|OQ documents?**
   You can access the documents via the secure links that will be sent to you by email.

9. **How do I sign and approve the documents?**
   You approve and sign the documents electronically via the web-based platform.

10. **How do I save the documents?**
    After final approval, you should download and save the IQ|OQ documents from the web-based platform, as the links are time-limited.

11. **How can I get further information about digital IQ|OQ?**
    For questions, such as the availability of a digital IQ|OQ in your region, please use the contact form on our

Germany

Sartorius Lab Instruments GmbH & Co. KG

Otto-Brenner-Strasse 20

37079 Goettingen

Phone +49 551 308 0

USA

Sartorius Corporation

3874 Research Park Drive

Ann Arbor, MI 48108

Phone +1 734 769 1600