

Culture in organizations

Stefano Marchese,
Chief Executive Officer



A key element of any organization – from family to business, from countries to supranational entities – is culture. It is the “operating system” which allows all software programs to run in one way or another. Out of metaphor, the type of culture is able to explain more than 50% of the performance of the organization and is a wonderful leading indicator of its future results.

Just take, as an example, a corrupted country: no matter how rich of natural resources,

or of talented people, or of wonderful environment and landscape, or art and music, it will be: its destiny will be always poor, it will have a lot of misery and no perspective of a better future. Take intellectual arrogance and dogmatism, which kills new ideas and innovation forces.

On the other side, a good culture, like the high consideration for working as a tool of individual and social development, of financial saving for independence, of sustainable growth, of merit as key for rewards, of healthy incentives, and zero tolerance of the lack of integrity, will be the cornerstone of the building of prosperity, even in conditions of limited material and financial resources.

In such a situation, one of the major tasks of leaders is to work on the organization culture, to improve it, and to be the custodian of the highest values.

One key of success = CUSTOMER CARE

Adalberto Pasini,
Chief of International & Domestic Sales



For a long time now, in one of the first meetings organized to discuss and implement the “Quality System”, we were told that CUSTOMER is not only the subject who buys a product from a company, but it is any subject on which the results of our own actions are transferred - colleagues, distributors, suppliers, end users, etcetera - therefore with this premises it is clear to everyone that the more sensitivity we will have towards our “CUSTOMER” problems and experience to cope with them, the better service we will be able to grant.

With this spirit, the last company organization chart released in October shows all Specialists incorporated in the Customer Care department so that the personal experience becomes common knowledge, the individual service spirit becomes the spirit of the Group.

This background made usable to any Distributors either in Guatemala, in Japan or at a customer’s in Rome gives the possibility to offer more and more ready, efficient and punctual services, the same that up today are an integral part of the customer’s expectations.

The newly reorganized Customer Care will also take care of the revision of the training programs so to make skills more and more global in their contents but CUSTOM-ized in the way they are provided.

In this context, this is the first step which will be followed by the revision of the training offered to technical service personnel too.

In summary, Diesse is well aware that customers are increasingly requiring **solutions**, namely products, services and professionalism. Clear the direction, steady the willingness to move forward with determination and enthusiasm.

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DIESSE's check-up

Catia Perazzolo,

Accounting Department

Every three months, DIESSE makes a check-up in order to see if it is financially and economically healthy.

Here are the results of its last check-up, referred to the period Jan. 1 – Sep. 30, 2018 compared to Jan. 1 – Sep. 30, 2018:

Consolidated figures (€ k.)	3Q2018	3Q2017	3Q18/3Q17
Value of production	€ 18.607	€ 17.309	107%
EBITDA	€ 4.827	€ 3.584	135%
EBIT	€ 3.280	€ 2.190	150%
Profit from ordinary activity before tax	€ 2.753	€ 1.003	274%
Net financial position at the end of the period	€ 11.853	€ 14.330	83%

Ransomware Viruses: how to protect from them?

Simone Falciani,

Head of Services & IT

One of the most important threats in modern computer science is represented by Ransomware Viruses: small softwares inadvertently activated by operators, that can encrypt more or less extended parts of data centers, providing then instructions on how to pay via bitcoin to receive the decryption key.

Regardless what the requested amounts may be (from a few tens to thousands of euros), the web is nowadays full of people who, desperate for having lost their data, decided to pay the alleged ransom without receiving back anything.

So, what is the best solution to protect from this threat? The answer is the easiest possible: with a simple, but effective data backup policy!



During the years, DIESSE has always supported and is constantly incrementing its data protection structures, with its four different backup lines, one independent of each other, so to count on different technologies, in case a system is compromised by a cyberattack, or simply in case of a hardware or software failure.

Thanks to our systems, in the last two years we were able to cope and solve any ransomware attacks, and to recover data and server functionality in one working day without suffering any data loss.



CHORUS: a lot of news in the last two years!

Emanuele Rossi,

Export Area Manager

Diesse in the last two years has added important new instruments and products to CHORUS Line.

AUTOSAMPLER.

It is a device capable to automate the sample dispensing phase, directly in the Chorus strips, making it, in fact, a completely automatic instrument. The possibility of retrofitting already installed instruments, its flexibility, its price competitiveness, have allowed us to distribute it first in Italy and then in some other European countries which are appreciating its operational advantages.

INFECTIOUS DISEASES

This line which has been present in our price lists for many years, has been improved with new tests in the last two years. It has been recently introduced on the market and is ready for sale with all the features of the Chorus kits: completely mono-test, ready-to-use, high sensitivity, specificity, reproducibility, user-friendliness in complete automation.

Vector transmitted diseases



Toxocara IgG.

Toxocariasis is a disease caused by larvae of the nematodes *Toxocara canis* (rarely *Toxocara catis*) that move through human tissues causing inflammation and damage to various organs including heart and eyes. Toxocariasis is most diffused in Tropical and Subtropical countries. Diagnosis is made only measuring specific IgG levels in human serum, while IgM cannot be used to detect a current infection, since IgM is produced along all the infection timeline.

Our kit (REF. 81280) for the determination of anti-*Toxocara* spp. IgG in human serum is in 12 tests format and includes a calibrator and positive controls.

Zoonosis

Tick Borne Encephalitis (TBE) IgG and IgM

This virosis is caused by a virus of the Flaviviridae family. There are three different subtypes of TBE: European, Siberian and Far Eastern, so this disease is practically diffused from Western Europe to Japan. The vector is an ixodid tick.

Our kit is able to determine IgG (REF. 81276) and IgM (REF. 81277) levels in human serum. Both kits contain 36 tests. A calibrator and controls are included.

Childhood Diseases

Parvovirus B19 IgG and IgM

Parvovirus B19 is a DNA virus responsible for "erythema infectiosum" a common child illness and for several other diseases. Parvovirus disease is present worldwide, and the symptoms are similar to influenza. The virion of Parvovirus B19 is constituted by two main structural proteins named VP2 and VP1.

Our kit is based on the recombinant VP2 protein expressed in baculovirus. So the native conformation of the protein is retained. This product increases our offer of prenatal screening tests.

Our kit can measure IgG (REF. 81150) and IgM (REF. 81152) levels in human serum. A calibrator and controls are included.

Stool antigens

***Chlostridium difficile*. Detection of GDH Antigen, Toxin A and B in stools.**

Chlostridium difficile is an anaerobic Gram-positive, spore forming, Toxin-secreting bacillus widely present in the intestine of 15-70% of new-borns. The infection is transmitted through the oral faecalis route, ingesting the spores of this bacterium. The diagnosis is made by the detection of the bacterium or of its Toxins in diarrheic faeces.

Our kits can detect A/B toxins (REF. 81170) and GDH (REF. 81168) in stools, 12 tests format, controls and a calibrator are included.



***Helicobacter pylori* Antigen in stools**

Helicobacter pylori is a flagellated Gram-negative rod, colonizing the luminal surface of stomach, where it is able to survive in very acid ambient thanks to the production of urease that changes urea into ammonia that buffers the acidity surrounding the germ.

The latest European guidelines, issued in 2016, confirm that the detection for faecal antigen is comparable to the results obtained through a breath test in terms of specificity and sensitivity.

Our test uses monoclonal antibodies for the capture of the H. pylori antigen in the stools, and it is demonstrated that this method has better performances as compared with those that use polyclonal antibodies.

Our kit (REF. 81063) contains 12 tests, ready to use cartridges, and includes controls and a calibrator.

Calprotectin K

Calprotectin is a protein released by the white blood cells involved in bowel inflammation. It is stable in faeces. The measurement of the Calprotectin levels in stool extracts, offers an important indication about the inflammation of the bowel.

Calprotectin K (REF 866601) is the latest version of our Calprotectin kit that allows the quantitative determination of Calprotectin in stool extracts. This new product has an extended range and it allows the quantification of Calprotectin up to 100 mg/Kg of stool (range 12,5-1000 mg/Kg).

Our kit contains 12 tests and a calibrator and controls.

The extraction procedure from stool samples is the same as Chorus Calprotectin kit (REF. 86600). The stool samples are collected utilizing our dedicated device named Coprocollect (REF. 86602) which is sold separately.

Bone Metabolism

Vitamin D total 25-OH

Vitamin D is contained in a lot kinds of food. It is a fat-soluble vitamin and it has two isoforms D2 (coming from diet) and D3 (derived from dermal synthesis). Both forms are biologically inactive, and they require enzymatic conversion to activate the metabolite named 25-hydroxyvitamin D (25-OH Vitamin D). The measurement of the levels of 25-OH Vitamin D is considered the best marker of Vitamin D in an individual.

Vitamin D is very important to maintain correct levels of calcium and phosphate in the blood in order to avoid rickets and osteomalacia caused by improper metabolism of these minerals.

It is demonstrated that Vitamin D deficiency increases the risk of many chronic pathologies, including cancer, autoimmune diseases, diabetes, heart problems, hypertension, infectious respiratory diseases and osteoarthritis.

Our kit (REF 86609) is designed to measure in full automation mono-testing the level of 25-OH Vitamin D in human serum. The kit contains 36 tests and includes controls and a calibrator. The Kit was compared with Siemens Advia Centaur and the results show a very high correlation (slope=1,0; bias -06 ng/mL)

As you can see Diesse are always on the move, stay tuned to go on with us!

Events & News



4 - 7 February 2019 Dubai World Trade Centre

See you in DUBAI!

Do not miss the opportunity to come and visit our **stand Z5H40** at the forthcoming Medlab Middle East



Medica is the famous international exhibition where to meet a large number of Distributors from several European and overseas countries. The best ways to welcome them this year were to introduce our newly launched upgraded Chorus software, to display our Auto-Dat, a unique tool to determine seroagglutination, and of course to celebrate the success of our CUBE NEXT line. Our Cube 30 touch celebrating a successful eight months since its launch has received a particularly enthusiastic reception worldwide.

