

DIESSE IS AN ISO CERTIFIED COMPANY: UNI EN ISO 9001:2008 - UNI CEI EN ISO 13485:2012 - ISO 13485:2003, DIRECTIVE 98/79 CE

TESTOSTERONE & LUXURY GOODS

Stefano Marchese, Chief Executive Officer

Status is a major concern across social species and thus should have biological signatures. In humans, one way that complex societies accelerate status competition is by the consumption of luxury goods. Luxury goods represent social markers that elevate humans in the social hierarchy, either through increasing status or power. Yet, the biological mechanisms underlying (costly) preferences for luxury goods remain poorly understood. The sex hormone testosterone (T) has been previously linked to social behavior such as search for social status in humans and animals. Moreover, correlational studies showed that driving Porsches increased T levels of male participants, compared to driving a family Sedan.

Against this background, the findings of two large-scale studies are: the first to show a causal relationship between single-dose T administration and preference for status goods and that T can be cause status - but not quality - or power-seeking behavior underlying consumer's product evaluations.

INDEX

- TESTOSTERONE & LUXURY GOODS
- CAPTURE TEST ON CHORUS: THE BEST SYSTEM FOR CONFIRMATORY TEST
- DIESSE'S CHECK UP
- A COFFEE WITH... MR. JOSEPH KASSIS
- CONTINUOUS IMPROVEMENT AND MEASUREMENT OF PERCEIVED QUALITY
- ISO 13485:2016—WHAT CHANGES AND WHAT DOES NOT CHANGE
- NEWS FROM THE WORLD

CAPTURE TEST ON CHORUS: THE BEST SYSTEM FOR CONFIRMATORY TEST

Carlo Paoli, Chief Strategy Officer

Nowadays the use of instruments with high throughput is widespread in laboratories for the serological determinations. These systems represent the ideal solution for big routines. From an analytical point of view they can all be based on the same principle.

The antigen, native or recombinant, is bound to the solid phase; the specific immunoglobulins (but sometimes non specific as well) are bound to the solid phase through incubation with the sample and they are detected by a tracer, generally a second antibody linked to an enzyme. This analytical principle can have several applications changing the solid phase. In the past, only 96 microwells plates were used; nowadays microspheres represent the main choice. The detection of the tracer, generally represented by horseradish peroxidase (HRP), is obtained with a chemiluminescent substrate. This choice, which has been adopted almost everywhere, offers advantages in widening the assay range but it does not solve or reduce problems of specificity. On the contrary, a substrate for photometric determinations (tetramethylbenzidine, for example) has less problems of background. The assay of the IgG isotype in serology generally does not show problems of specificity, while the IgM isotype has always been problematic for the several interferences presented by this type of assay.

The rheumatoid factor is well-known as a positive interfering and it can be kept under control. There are many samples however in which the rheumatoid factor is absent and a false positive result is obtained. This problem concerns the anti Toxoplasma IgM and IgA assay, in particular. The analytical principle, that is identified as the most specific with good sensitivity, is based on the capture of human IgM.

On the market the kits using this method are reducing more and more and they are practically absent for the big instruments that utilize microspheres.

All the laboratories require a second level test to confirm the positivity on the samples coming from the routine.

These confirmatory tests are often performed using kits produced by different companies but using the same analytical principle.

A real second level system must have a different method from the one used for the routine.

For this reason a capture test for Toxoplasma IgM and IgA on the Chorus instrument will be soon available.

A tests panel on Chorus, coming from the Enzywell line, will permit to all large hospitals to have a confirmatory analytical system of positive results, with two fundamental advantages: an analytical principle with high specificity and the use of a very simple monostest.

DIESSE'S CHECK-UP *Catia Perazzolo, Finance 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, 2017 compared to Jan. 1 – Sep. 30, 2016:

Consolidated figures (€ k.)	3Q2017	3Q2016	3Q2017/2Q2016
Value of production	€ 17.309	€ 16.167	107%
EBITDA	€ 3.584	€ 3.130	115%
EBIT	€ 2.190	€ 1.883	116%
Profit from ordinary activity before tax	€ 1.002	€ 896	112%
Net financial position at the end of the period	€ 14.330	€ 15.555	92%



MR. JOSEPH EL KASSIS



Welcome to the seventh issue of the section expressly created to give voice to our Distributors. Just a few questions and answers, as if we were having coffee together!

Mr. Joseph El Kassis is from OMNIPHARMA, our Exclusive Distributor of Chorus and Ves Matic lines in **LEBANON**

What do you like most in working with Diesse?

- Availability of the commercial Team with whom we are collaborating together
- Transparency in cooperation
- Company still developing new products

Which new products would you like to have on your market?

- Hormones' tests: PTH, PSA...
- Serology tests: Hepatitis A, B, C, HIV...

Which will be the next appointments (exhibitions, congresses...) where you will promote Diesse products?

- Next congress of the Lebanese Syndicate of Biologists. Date still not confirmed
- Invitation of some key Doctors to JIB in 2018
- Regular visits to all Doctors by our Team

Which are the factors which lead your company to gain its position in the market?

- Omnilab is the largest distributor of in vitro diagnostics
- We visit all customers: 2500 pharmacies, 120 hospitals, 120 private labs, 5 public institutions, 70 private organizations
- We cover different market segments: Clinical Chemistry, Immunochemistry, Hematology, Molecular Diagnostics, Applied Science, Electrophoresis, Immunohistochemistry, Blood Gas, Diabetes Care, Point of Care

- Our suppliers: Roche Diagnostics, Roche Diabetes Care, Horiba Medical, Diesse, Sebia
- More than 70 years of experience in the health field

Your country: how would you describe it to someone who never visited?

Lebanon is famous for its exquisite beauty, diversity, glamor, European flavor, and hospitable people. Its rich culture and history have placed it on the "must see" list of every world traveler. Lebanese cities are among the most famous names in ancient history and majestic ruins still stand today as a testimony to the greatness of people who lived in this land.

The nature of Lebanon makes it the only country in the Arab world that embraces four seasons yearly. No matter what the season, there is always something special to enjoy. In the winter season, ski resorts offer tourists slopes that are comparable to even the best resorts in Europe. In the summer, international festivals all over the country – in Baalbek, Byblos, Beiteddine, Batroun, and Jounieh – bring together Lebanese and foreign artists to perform in stunning archaeological and historical sites. These events have given Lebanon an enviable place on the cultural map of the Middle East.

Lebanon has it all! Visitors to Lebanon enjoy outstanding service in world-class hotels and resorts, restaurants, casinos, theaters, cinemas, and nightclubs and luxury shopping centers along with advanced communication and transportation services. Lebanon also offers access to cutting-edge medical centers.

CONTINUOUS IMPROVEMENT AND MEASUREMENT OF PERCEIVED QUALITY

Laura Meli, Customer Care Responsible

Diesse through its customer reporting management system guarantees the continuous improvement and the measurement of the perceived quality.

The management system of the customer reporting is in compliance with UNI EN ISO 13485, current edition, and UNI EN ISO 9001, current edition.

Diesse is working to create a centralized customer care for the technical, application and commercial support to the domestic and international customers in order to guarantee a better management and above all the rating of the interventions both in the post-complaint ? phase and in the preventive phase. Our customer must feel supported and followed so that every problem encountered, such as a simple clarification or information, or a real support in case of technical, application commercial problems makes our customer happy with the support received: it will facilitate the relationship with the customers.

A ticketing system will be introduced directly in the web site and our customer could login and follow and consult the status of re-

quest (in progress, open, closed).

Key information could help the customers to provide the necessary information to deal with their requests in a more effective and efficient manner and to process the request as well as possible.

This system will guarantee more efficient and faster traceability to cope with the requests with the aim to satisfy our customers.

Customer satisfaction should lead to customer loyalty.





ISO 13485:2016 What changes and what doesn't change

1. Main structure
2. Aim (even if it is partially clarified and extended)
3. No contents of the previous version are deleted

No change

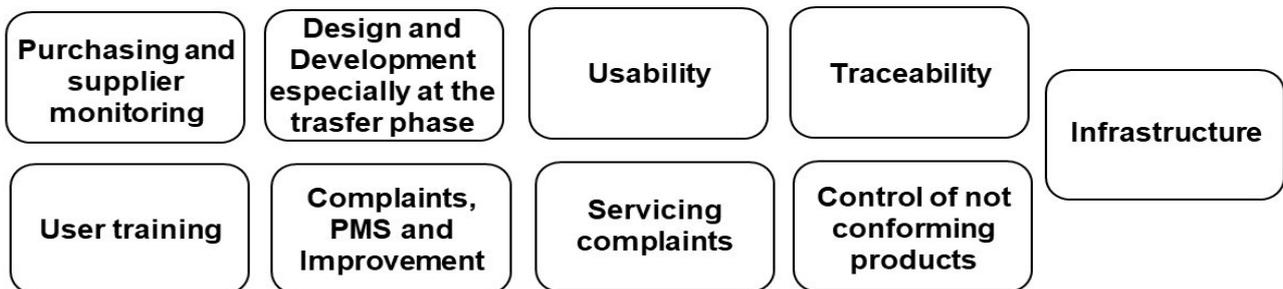
Main characteristics

1. Some requirements have been added; others have been clarified and/or extended
2. Some paragraphs have been added modifying the numbering of some requirements
3. More written procedures are requested
4. Great alignment with Regulations and Directives
5. Departure from ISO 9001:2015

Main changes



More focusing and importance to:



NEWS from the world

E
V
E
N
T
S



5 - 8 FEBRUARY 2018

See you in Dubai!

We will be glad to welcome you to our stand Z4C30 at Medlab Middle East

MEDICA 2017 Edition



New and appealing products, plenty of people, exciting and challenging projects for next year... All of this was at the Medica 2017 edition. Diesse thanks once again Distributors who visited us and made us feel that our efforts will be soon turned into BIG success!

COLABIOCLI, PUNTA DEL ESTE



Thanks to our Exclusive Distributor **Biagnostico Cabin-sur S.A.** for sending us this picture of their stand at Colabiocli (Latin American Confederation of Clinical Biochemistry) exhibition, held on 17-20 September 2017, to strengthen our presence in **Uruguay**.

We are proud to welcome our
NEWLY ACQUIRED DISTRIBUTORS

FROM MALI... Laboratoire d'analyses méd. PA & KA
FROM USA... Enzo Life Sciences, Inc.

DIESSE Diagnostica Senese SPA

Head Office: Via A. Solari 19, 20144 Milano, Italy

Secondary Seat: Via delle Rose 10, Loc. La Tognazza, 53035 Monteriggioni (SI), Italy,

website : www.diesse.it