Lab Service, Asset Management and Extending the Life of Your Lab Equipment

Scott Greenwood
Director, Services
PLEASE STOP ME AT ANY TIME TO ASK QUESTIONS OR MAKE A COMMENT
Is this a business manager . . .

- Am I as productive as my competition?
- Why do I need an inventory every year?
- What is my total cost of ownership?
- How can I optimize global procurement?
- Do I need to buy more instruments?
- Where are my lab assets?
- What is the best way to maintain compliance?
- Am I operating at full capacity?
- How do I manage all of my data?
- How do I stop dealing with so many vendors?
- What is my average uptime?

. . . or a lab manager?
MY GOAL IS TO HELP YOU:

- BETTER UNDERSTAND LAB SERVICES
  CALIBRATION, PREVENTATIVE MAINTENANCE

- UNDERSTAND THE ADVANTAGES OF
  AN ASSET MANAGEMENT PROGRAM

- OPTIMIZE YOUR SERVICE SPEND
LAB SERVICES
What are lab services?

• Various types of laboratory services exist:
  – Calibration / Validation
  – Asset Management
  – Preventative Maintenance and Repair
  – Procurement services
  – Shipping and receiving (delivery)
  – Chemical management
  – Glass washing & other support services
  – Laboratory moving services
Why calibrate or validate in your lab?

Calibration ensures that the readings your instruments provide or the conditions your equipment subjects your samples to meet your specifications.

Validation gives you the confidence that the equipment you purchased meets the specifications of the manufacturer (IQ / OQ) and that it will operate properly given your specific requirements (PQ).
What do you need to calibrate / PM?

**It depends on your quality system, but typically…**

- Incubators
- Hygrometers
- Pipettes
- Liquid Handling Devices
- Scales
- Lab Balances
- Analytical Instruments
- LC / GC / MS
- Stopwatches
- Timers on Centrifuge
- Check weights
- Precision mass stds.
- Gas Regulators
- Pressure Gauges
- Freezers
- Thermometers
Maximizing the life of your equipment

• Sustain a regular Preventative Maintenance (PM) schedule
  – Prevents repairs, keeps equipment running at maximum capacity

• Perform repairs as soon as problems arise
  – Operating when minor repairs are needed can over-stress the equipment
Calibration – How can I save $$$?

• Leverage your volume:
  – Contract with one provider for as much of your spend as possible (more units = better price)
  – Discourage off-contract spending
  – Look for multi-discipline / multi-vendor providers

• Create focus group to evaluate service levels
  – How often do you really need to calibrate
  – Are your PM contracts over the top?
  – Only service what you really need to
  – “Use it ‘till the wheels fall off!”
Calibration Savings Opportunities cont.

• Accredited services
  – Some service providers who are ISO 17025 (A2LA) accredited charge a premium for their services
  – You should expect ISO9001 certification but ISO 17025 (A2LA) may be overkill in many situations
  – Should only be used in GxP environments

• Do you have internal capabilities?
  – If the volume exists, you may be able to create an internal metrology / services team
  – Good solution for large facilities
One last savings opportunity

• OEM parts vs. 3rd party parts
  – For many types of equipment, you can choose to purchase non-OEM parts for repairs and preventative maintenance services
  – Typically 10-15% cost savings with 3rd party parts vs. OEM parts
  – Discuss options with your service provider
Let’s stop to discuss your experiences:

– Success stories reducing your calibration spend
– Questions about how this applies to your labs?
– Anyone think they have a special situation that these four savings ideas may not help?
ASSET MANAGEMENT
Quick questions

• How much does it cost you to manage a vendor?
  – Contracts & SLA’s
  – Separate Invoices

• Do you really know how much equipment you own?
  – Where is it?
  – Is it operational?
  – Is it fully utilized?
Does this look familiar?

ABC Refrigeration handles freezer repairs

Balances covered by a Mettler-Toledo contract

Analytical Instruments under a PM / service contract

Each lab handles pipette calibrations on their own

You call the OEM for equipment repairs as needed
If I work in a lab:

- Who do I call for service?
- Do we have a contract?
- What is a good price?
- Was this unit just serviced?
- Why do I need to call so many service providers?
What is Asset Management?

• A way to track, maintain and ensure proper services are performed on your equipment
• Allows for historical service records to be maintained ... creates an audit trail
• Collects service data to prepare you for your next equipment purchase (downtime, repair costs, total cost of ownership, etc.)
• Makes procuring services easy
Different types of service programs

• As needed, call in the technician for service
• Pre-scheduled services with outside vendor
• Contracts on most types of equipment with outside vendors
• Outsourced asset management program

• Full time dedicated 3rd party technicians on site running asset management program
Asset Management Advantages*

* Results from an actual customer who implemented on site asset management through a 3rd party.

Charts that were in presentation on The next page...
Impact of Service Consolidation with On-Site Model

Total Maintenance Spend
- Year 0: 10-15%
- Year 1: 4-8%
- Year 2: 4-8%
- Year 3: ???

Company X's Service Vendors

- Before: 200+
- After: 1

Average Response Time (in hours)

- Before: 36
- After: 4

On Time PM's

- Before: ???
- After: 100%
In summary

There are many ways to better service your equipment and still get a cost savings

– Ensure you are getting the right type of service
– Leverage volume with fewer service providers
– Explore asset management opportunities to help:
  • Reduce the number of vendors you need to manage
  • Simplify the procurement process for end users
  • Maintain accountability for all assets
  • Data to allow better informed buying decisions later on
If you have any further questions or comments:
Scott Greenwood
Director, Equipment & Instrument Services
VWR International, LLC
Scott_Greenwood@vwr.com

THANK YOU!