



## LABORATORY PERFORMANCE OPTIMIZATION REVIEW

### GENERAL

Laboratories are often considered as independent and self-sustaining parts of the organization. This leads to suboptimal opportunities to benchmark their overall performance with competitor labs. In a Laboratory Operations Review the various aspects of performance of a laboratory (such as safety, quality, finance, housekeeping, maintenance, utilization of equipment, Laboratory Information Management System, training, sustainability, interaction with customers and stakeholders) will be examined and benchmarked with laboratories of competitors. This approach leads to recommendations to optimize various aspects of the laboratory performance.

The review will also cover the role of the (central) laboratory in relation to at/on/in-line analysis and to plant laboratories. The review will provide answers to questions such as:

- Do you know how efficient your lab is compared to your peers?
- Do you test too much/little?
- Why test at all?
- Are your plants satisfied with the response time of the laboratory?
- Does your lab communicate sufficiently/efficiently/effectively with their customers?
- How to stay leanest in cost but best in quality?
- Are your laboratory instruments used full time/effectively?

### THE EPS APPROACH

The EPS approach consists of the following steps:

- 1) In the first step the site is visited (one day) for further introductory discussions with management on the benchmarking and review programme and on issues which might require special attention. EPS will hand over a list with questions which will need to be answered and which form input for benchmarking parameters.
- 2) EPS will remotely study all answers in the second step. On basis of this study and the discussions of the one day visit EPS will compose its team and indicate which departments from customer will be needed for interviewing (such as operation, maintenance, technology but also finance, personnel). A draft agenda for the next step will be suggested.
- 3) The third step consists of an on-site visit of several days during which the EPS team will interview various members of the laboratory and its stakeholders. All Key Performance Indicators (KPIs) in use will be examined and challenged as for being fit for purpose. At the end of this visit a preliminary presentation of findings will be presented to management.
- 4) The fourth step consists of a full report containing benchmark graphs and recommendations for further optimizing performance.
- 5) In the last step it is up to the customer to decide on which recommendations to implement. EPS is able to assist in this follow-up and implementation process.



## BENEFITS

The laboratory benchmarking methodology has been applied not only in refineries but also in (petro/fine) chemical plants. The outcome will lead to a better insight in which of the following areas the laboratory can improve its performance:

- lower costs of operation,
- optimization of manpower,
- optimal utilization of space,
- lowest cost of ownership,
- increase in business focus.

At the same time the study will also indicate in which areas the laboratory is best in class.

## WHY SELECT EPS?

The above support will be provided by a principal EPS consultant with 30+ years of experience in management of (QC and R&D) laboratories of various industries in various parts of the world.

His key skills are in Analytical Laboratory Services, managing outsourcing projects, integration and reorganization of Laboratory organizations, coaching and managing large (>200) groups of staff, Process Performance Improvement of Laboratory organizations, Change Management and benchmarking of analytical chemical Laboratories globally. He was on the Board of the Royal Chemical Society of The Netherlands and Chairman of the Association of Dutch Analytical Chemical Laboratories.

## CONTACT

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