# OPERATIONAL EXCELLENCE

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VP Strategic Transformation

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WHEN YOU NEED TO BE SURE

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# OPERATIONAL EXCELLENCE

## BACKGROUND

- **Solid background** for Continuous Improvement / Lean and project management
- **Change culture** embedded in our DNA
- **Basic tools in place** and focus on transformational projects

## FOCUS

- Disciplined deployment of multiple initiatives, for **selected locations and businesses** to generate tangible and pre-agreed benefits to **drive productivity improvements**
- Leveraging on proven **experiences**, **capabilities** and **methodologies**
- Clear project charters with **specific objectives**, ownership on Business & Operations

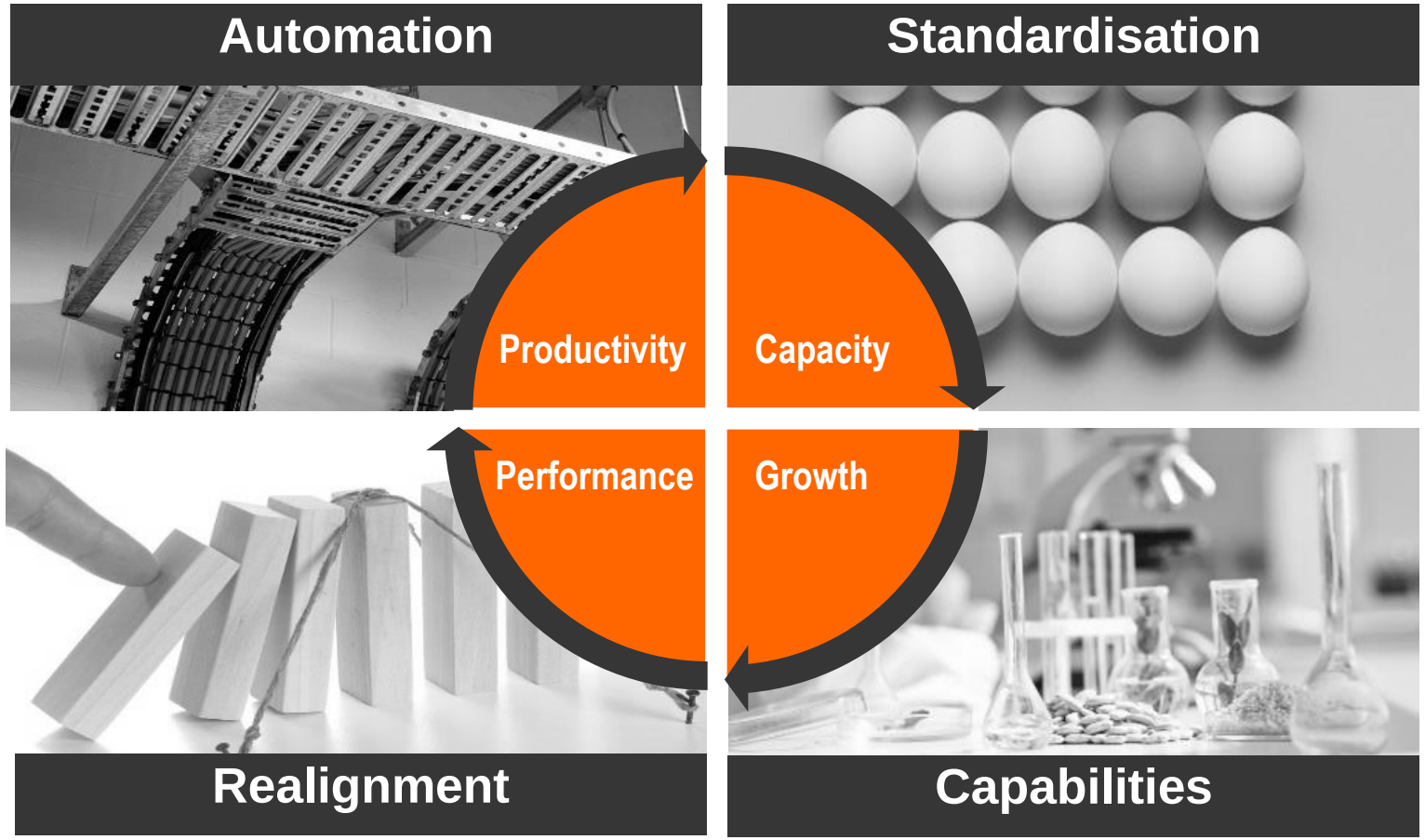
## OUTLOOK

- Fully exploit **Digital footprint** and **new LIMS capabilities**
- Automation and scalability as key differentiators
- Industrialization and enhancing operational efficiencies towards **World Class** standards

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# RATIONALE

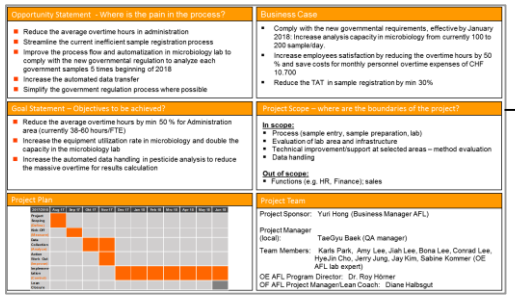
**Workplace industrialization & digitalization**

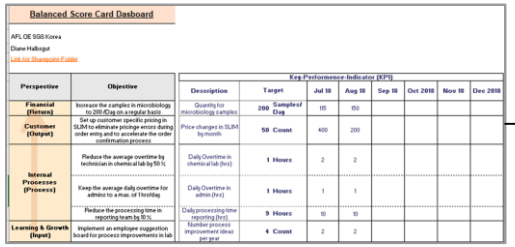


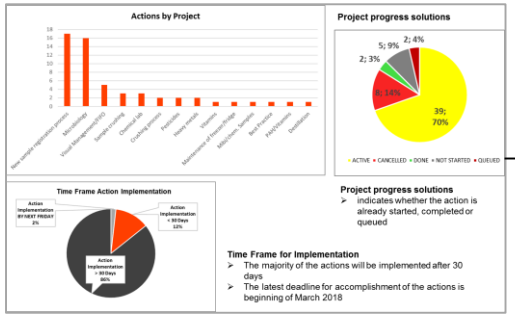

**Workforce & Workplace optimisation**

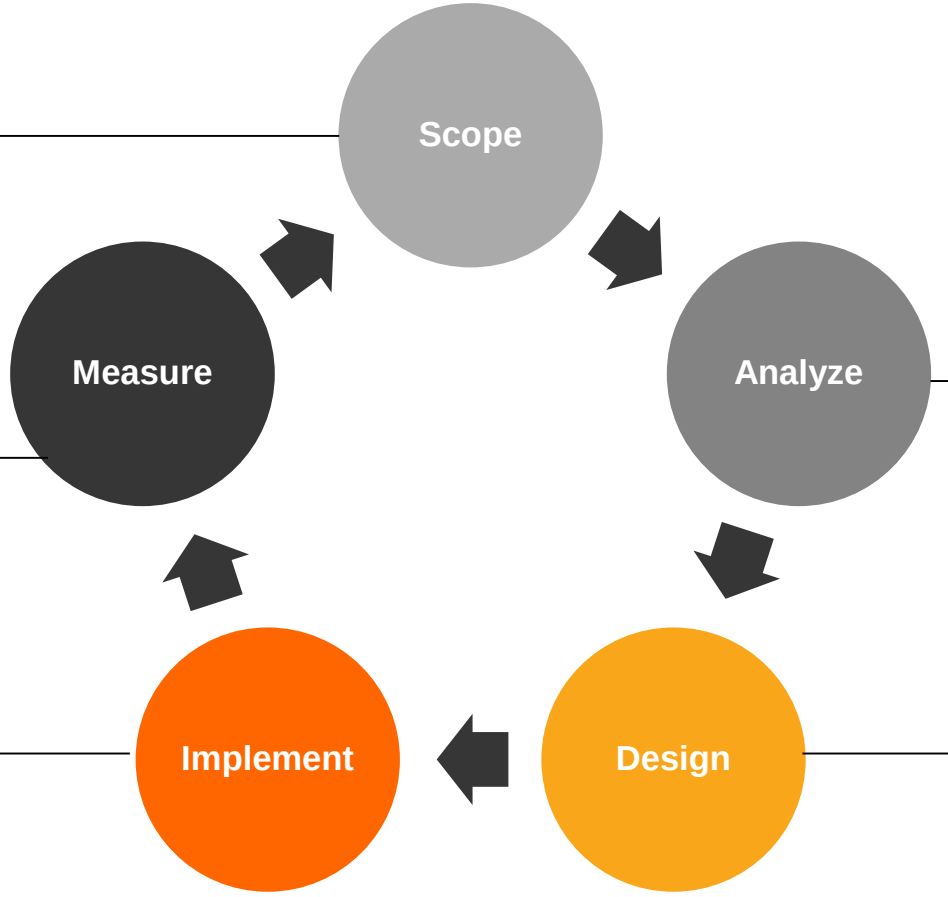
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# FRAMEWORK

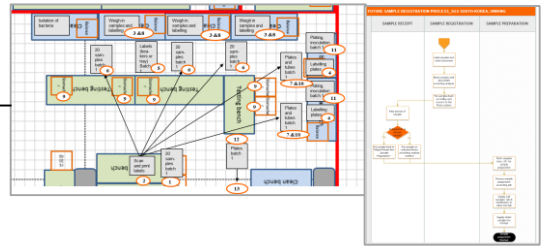


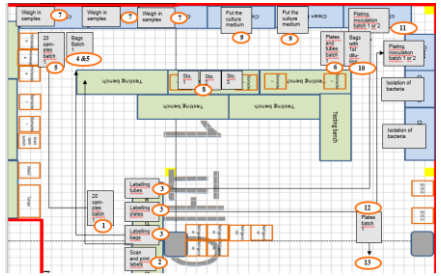


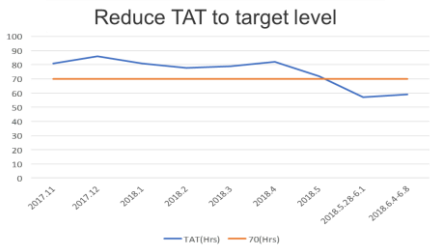
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# SOLUTIONS – EXAMPLES

## Workflow and process optimization






## Capacity and throughput improvements









People engagement, combining lab technical capabilities + methodological expertise

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# LAB OPERATIONAL EXCELLENCE – AN EXAMPLE

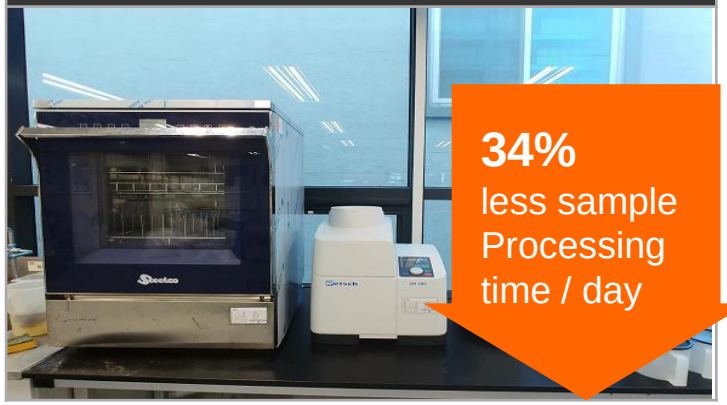


## Sample registration



**21%** reduction of Sample Registration time

## Process leveling



**34%** less sample Processing time / day

## Bar Code labeling



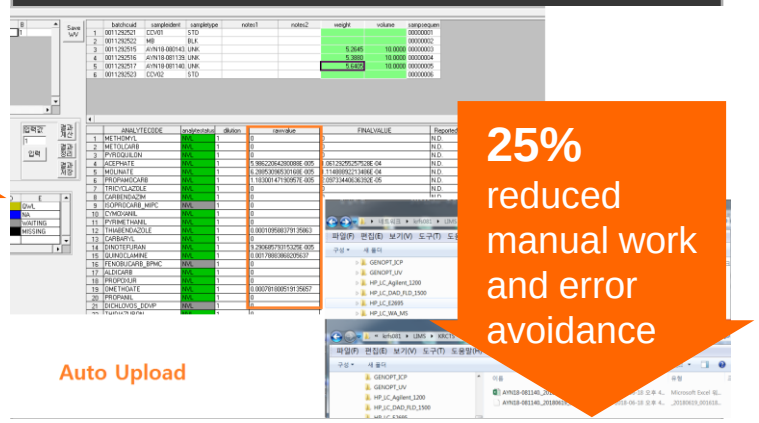
**15%** reduced manual work In microbiology

## Weighting automation



**50%** Increased automation level

## Data transfer automation




**25%** reduced manual work and error avoidance

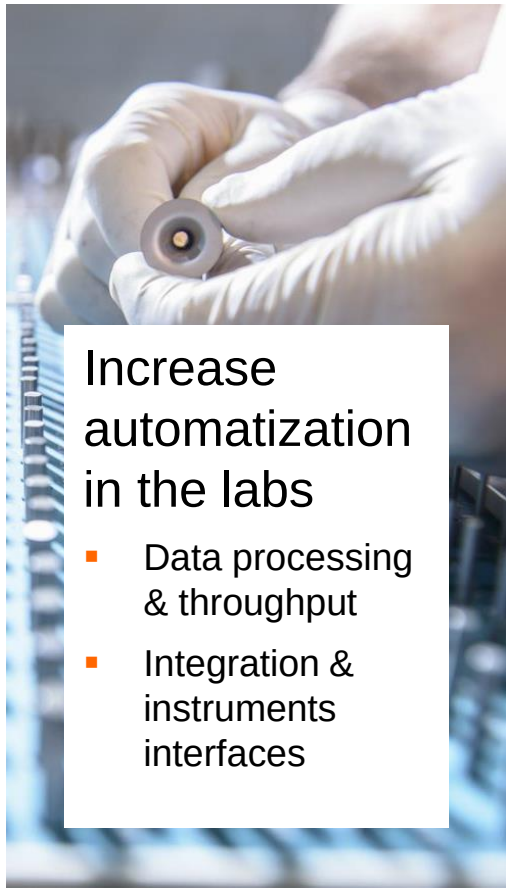
## Sequential flow



**2x** increased capacity and **17%** productivity improvement

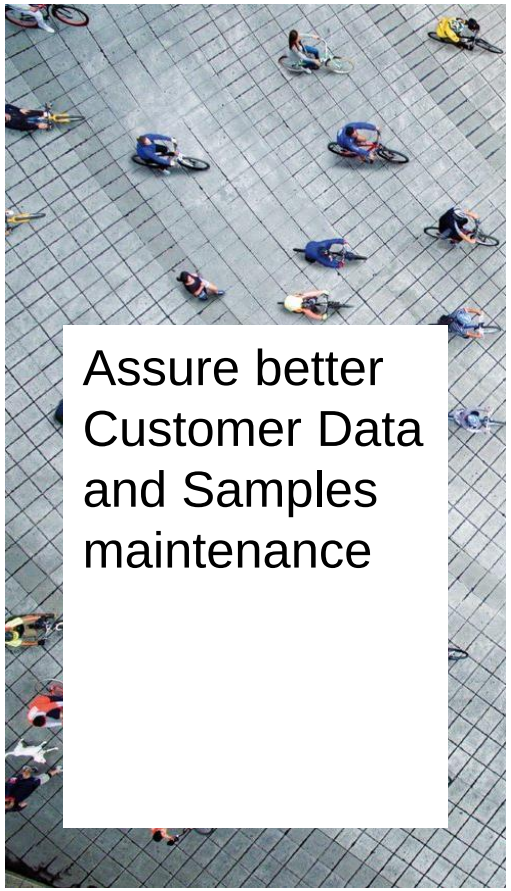
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# LIMS AND LAB ANALYTICS

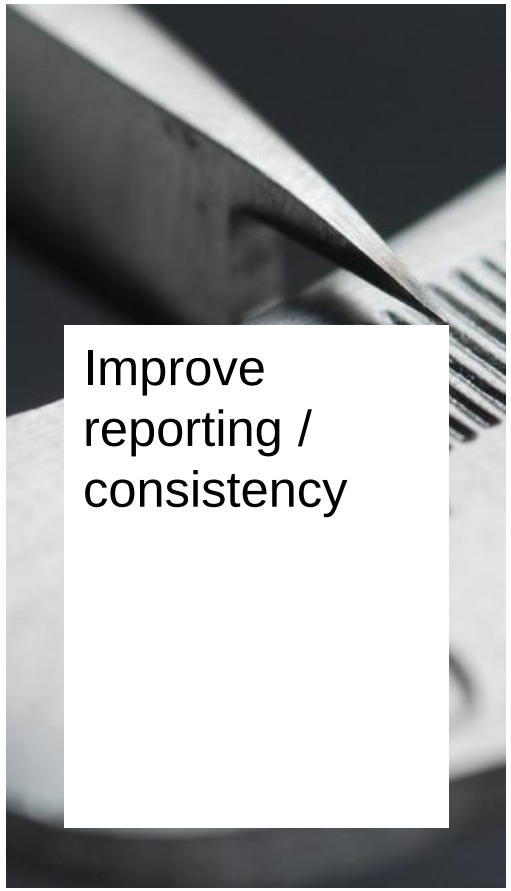


## Increase automatization in the labs

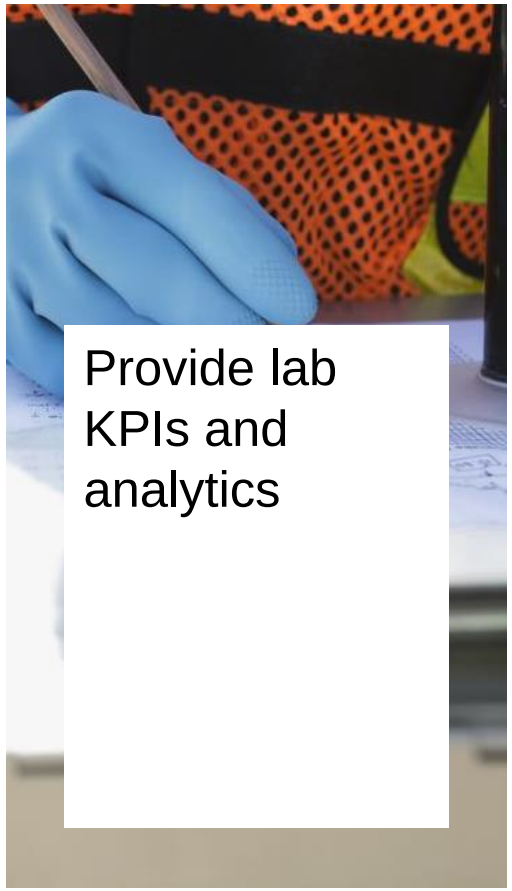
- Data processing & throughput
- Integration & instruments interfaces



## Assure better Customer Data and Samples maintenance



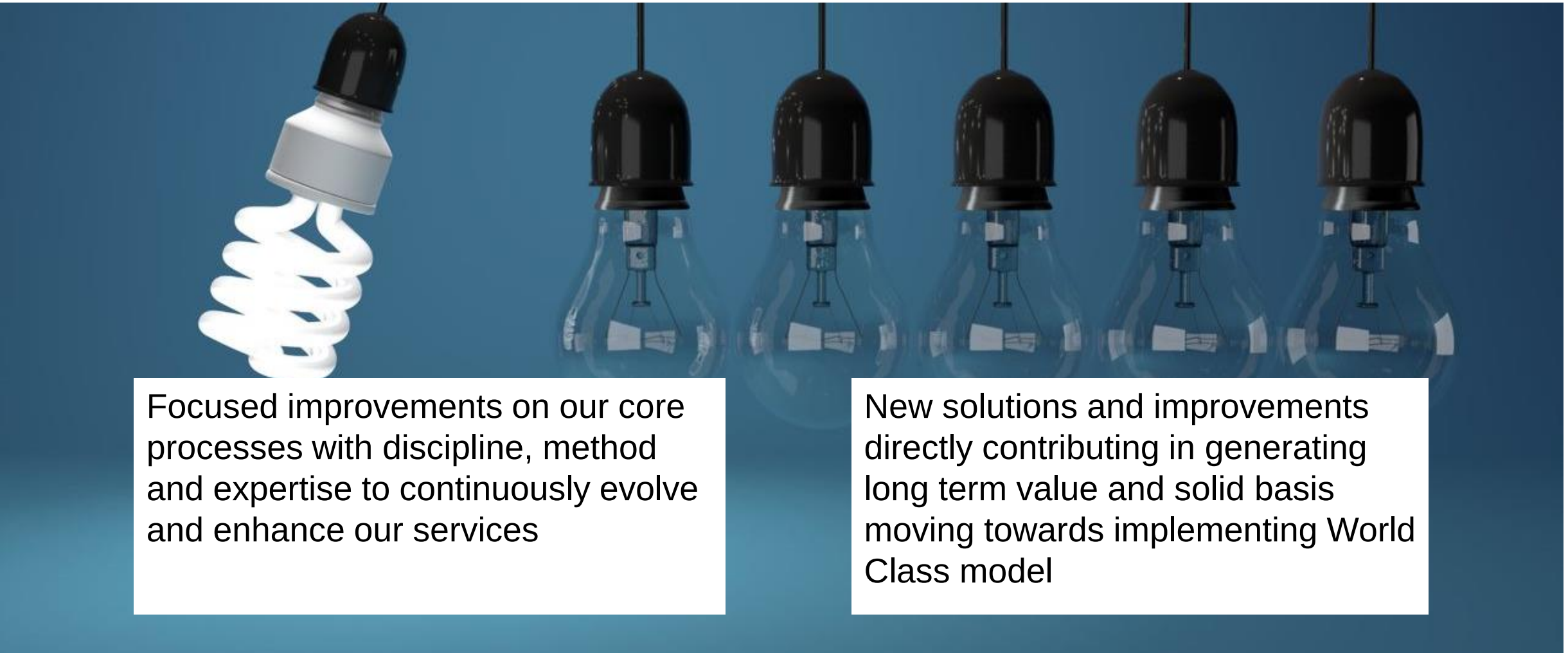
## Improve reporting / consistency



## Provide lab KPIs and analytics

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# KEY TAKEWAYS



Focused improvements on our core processes with discipline, method and expertise to continuously evolve and enhance our services

New solutions and improvements directly contributing in generating long term value and solid basis moving towards implementing World Class model

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