



## How IDEXX Tecta Automated Microbial Testing System Can Support Various Laboratory Operations

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IDEXX Water

# Operational issues affect your business

Every business wants to have attributes that lead to success:

1. Customer loyalty
2. *Competent*, reliable staff
3. Positive business image
4. Ability to attract new customers
5. Have a competitive edge
6. Strong staff morale
7. Keep existing customers satisfied



# Operational challenges: How many does your laboratory deal with?



Staffing



Remote test sites



Supply Chain



Training



Emergencies



Friday/Weekend  
testing

# Staff: Not so easily gained; easily lost

- Technical staff typically enjoy learning about new science and methods
- We all work for money, but making them part of your business endears them to your business
- Performing regular satisfaction surveys allows staff to give input on their job, and gives you ways to improve staff relationships
- See [5 WAYS TO IMPROVE EMPLOYEE ENGAGEMENT AT YOUR WATER LAB](#) in IDEXX *Currents* on-line magazine.





# Training: Invest in Education for higher retention

Training isn't just about keeping up with your staff's certification status, though that is #1

Opportunities for staff can be to belong to, and attend, industry organizations to meet peers and see what other laboratories do

Have a monthly paper review and assign a different person each time to choose the paper to discuss

Offer not only laboratory-related training but also management, ethics, hazardous materials, and other classes

Cross-train laboratory staff, this allows them to be of higher value to your business and more marketable

# Supply Chain:

## You can have (some) control

**Find Dependable Suppliers.** One cannot emphasize enough the importance of finding the right suppliers and talking on a regular basis, it's not always about price. Identify **critical components** and track them with your supplier(s).

**Invest in Employee Development.** Losing staff may lead to less testing ability -> less inventory needed -> higher per cost to you. Offer staff coaching, mentoring, rotation through multiple assignments and listen to their ideas

**Continuous Improvement.** TRAINING; focus on improving core testing first and leverage that across all testing; assess/revise your standards for customer service to attain and keep customers.

**Leverage New Technologies.** Add an inventory management system, identify critical components and track them; adopt new methods to attract customers, have an 'idea submission' form from staff

**Improve Results Notification.** Adopt mechanisms to notify customers of results.

# Friday and weekend testing; Can it be reasonable to offer?



## **Friday and weekend testing means**

- (Under) Staffing
- Overhead
- Possible Insurance changes
- Higher customer expectations to meet
- Security concerns
- Other?

## **How could weekend testing be better managed?**

- Incentivize/compensate staff
- Premium pricing to customers
- Remote results to laboratory and customer
- Offer only select tests over the weekend

# Remote sampling and testing: Not all can do it, should you?

- How many of you receive samples from remote areas?
- Can you meet the required hold time?
- What about in emergencies, like hurricane, floods, earthquake, when time is of the essence to get drinking water back and/or assess for wastewater intrusions?
- Having a certified remote laboratory can help, but is it worth it?
- What about contracting with a sampling firm?



# Emergencies:

## Fast, effective ways to respond

- Employ emergency procedures NOW, not in the middle of a crisis
- If you can do it safely, open or expand your hours of operation, if with limited staff
- Not all testing must be for compliance, check with your AB
- Reach out to suppliers for help and shipping coordination
- Leverage technologies that can be used remotely or quickly



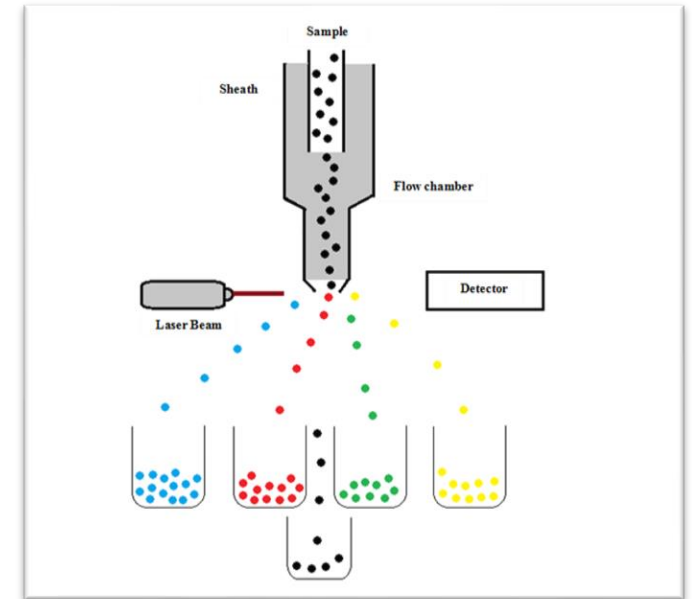
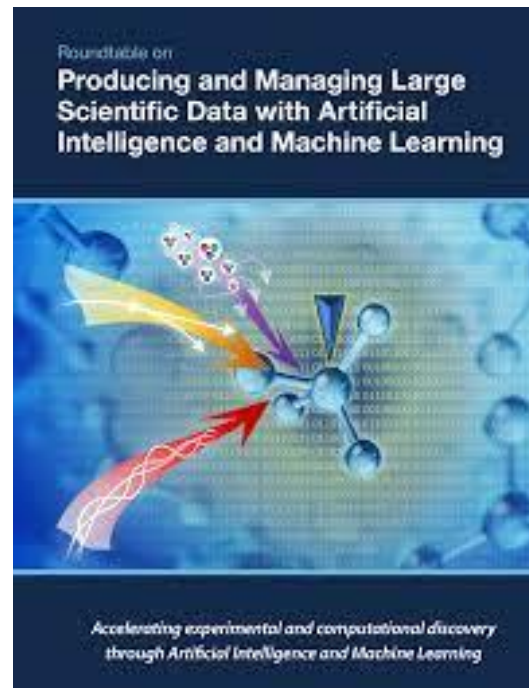
# Solutions for Operational Issues: Technology can help

New technologies can *help* support all the items covered here: Staff retention, training, remote site testing, emergencies, etc.



Molecular methods

## Lab AI and ML



Flow Cytometry

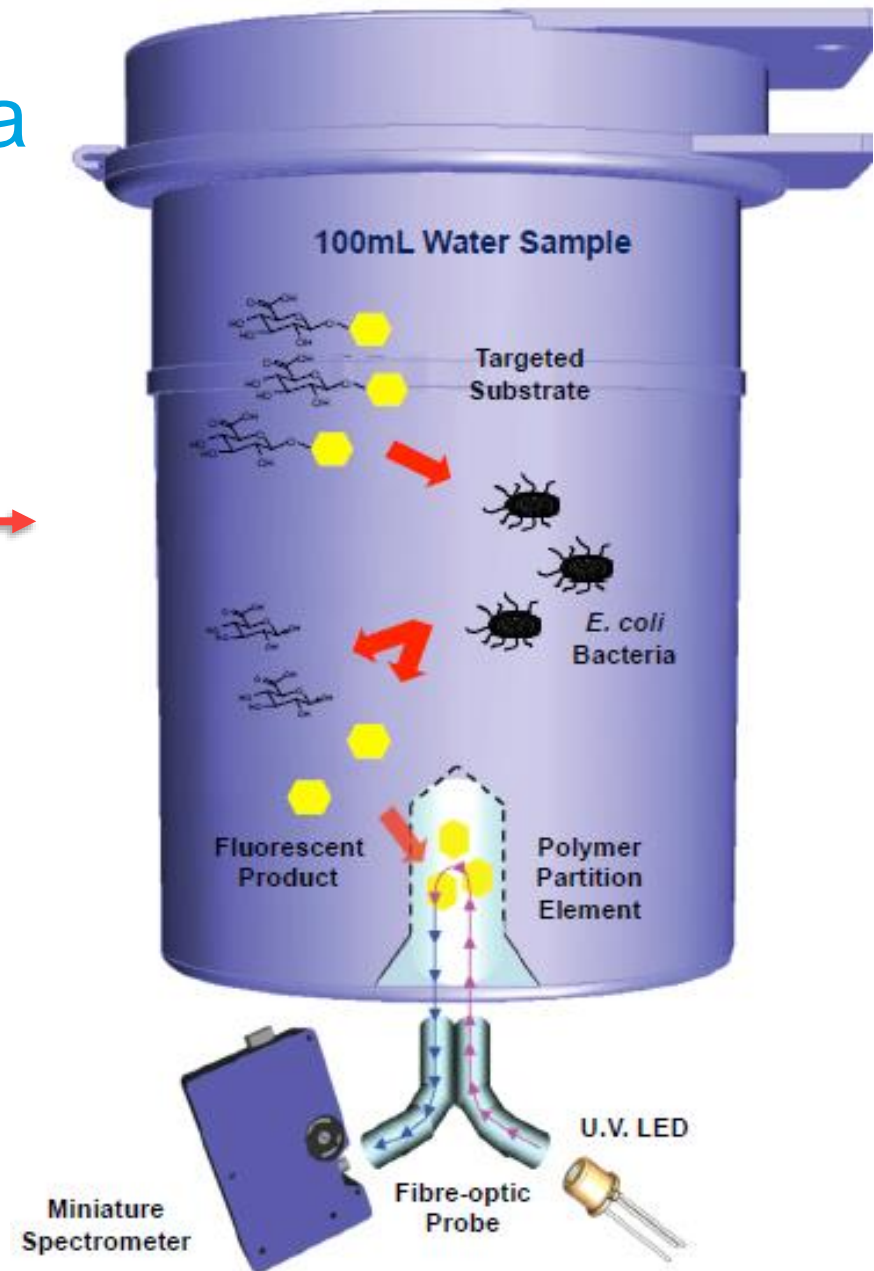
# IDEXX Tecta: A practical solution



## IDEXX Tecta offers:

- Automatic results for microbiology tests to laboratory and customers
- Reliable supply chain
- Opportunity to learn a new technology and engage staff
- Attain and retain customers
- Mobile, allows remote testing\*\*
- Participate in emergencies, main breaks faster
- Offer Friday and weekend testing

# IDEXX Tecta: How it works to detect bacteria



# Summary

Laboratories face a variety of operational issues, but sometimes they can be overcome

Being willing to adopt new practices and technology can help retain staff, new training options, attracts new customers, helps with customer retention and more

IDEXX Tecta is one option that can help address many of these operational issues and keep business moving







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