

Capacity Planning for Analysts & Instruments, Tests Scheduling, and Robust COQ & Efficiency Management Platform

Smart-QC: Key Points

Executive Summary

-  **Smart-QC** is a web-based application that is the most robust platform for QC laboratories **efficiency management**, and provides a standardized approach to manage QC laboratories across multiple geographically dispersed lab operations
-  **Smart-QC** provides **Capacity Planning** for both analysts and instruments
-  **Smart-QC** automates **Test Allocation** and **Work-load balancing** for analysts across various labs to **maximize campaigning opportunities** and **improve service level**
-  **Smart-QC** provides a fully **integrated lab budget** with **Resource Planning**, and leverages advanced allocation methodology for overhead and indirect cost items
-  **Smart-QC** Cost Of Quality module delivers detailed work centers / labs, **products and tests cost**
-  **Smart-QC** information includes **productivity losses** tracking for **Lean / Six Sigma** process improvement initiatives
-  **Smart-QC** Cost of quality (COQ) helps identify **cost enhancement opportunities** and support **Make or Buy** analysis
-  **Smart-QC** comes with **Robust Reporting & KPIs** along with powerful **What If Analysis** capabilities to manage various scenarios as volume and mix changes, and **lab consolidation**
-  **Smart-QC** will upgrade your **lab visibility** and **overall span of control** and provides a robust **benchmarking tool** for the overall network.

- ↑ Improve Efficiency ↑ Improve Service Levels
- ↑ Improve Visibility ↓ Reduce Cost
- ↑ Increase Accountability ↑ Increase Ownership



The Smart Choice for Lab Efficiency & Cost Management Platform

Smart-QC Value Add – Daily Operation

The following section outlines the benefits and value add Smart-QC delivers to an organization:

-  Smart QC provides the foundation for lab management by addressing the following 3 major challenges: (1) Do I Have Sufficient Resources ? (2) How do we allocate tests to analysts ? (3) Monitoring / Reporting / KPI and Efficiency Management
-  Smart-QC helps identify the required analyst and instruments for each work-center for given forecasted demands per site(s) / network.
-  Smart-QC provides accurate and factual quantification for all QC activities and provides clear expectations and standards for each of the QC activities to ensure adequate time is being spent where needed.
-  Smart-QC provides a continuous measurement of the impact of ongoing lean / six sigma projects, so benefits can be measured corrective actions taken.
-  QC supervisors can easily manage workload and automatically assign and re-assign scheduled tests as needed to analysts based on their qualifications at the click of a button.
-  QC Analysts can use the Smart-QC's to effectively map out their day. Analyst view in Smart-QC allows to see the analyst's assigned tasks, start and finish tests, add delays reasons, and provides feedback on planned, actual, and real time workload and efficiency.
-  QC Team can use Smart-QC's robust reporting tool with powerful What If Analysis capabilities and dozens of already defined templates.
-  Managers can predict expected backlog and react accordingly.
-  QC lab team can optimize the campaign size for major assays.
-  Managers can balance capacity based on given demands to reduce overtime and waste.
-  Managers can review lab / work center / value stream weekly efficiency performance.
-  Smart-QC is scalable and can accommodate multiple labs / sites.
-  For costing, flexible allocation criteria can be used.
-  The system is configurable to meet your laboratories structure, terminology and other unique labs characteristics.
-  Smart-QC has advanced integration with LIMS and other feeder systems.
-  Smart-QC is secure, easy to implement, and simple to use.

Smart-QC is composed of of three major modules



(1) **Robust capacity planning for both analysts and instruments**



(2) **Test allocation - a platform to deliver daily test allocation to analysts across the various laboratories**



(3) **Cost of Quality (COQ) & Advance cost allocation model for a complete Lab Budget**