

## Customer Spotlight: Food & Beverage Industry

### Vanderpol's Eggs, Ltd.

Abbotsford, British Columbia • vanderpoleggs.com



Vanderpol's has been a leader in the egg processing industry for over 50 years with a laser focus on quality. Food Safety at Vanderpol's Eggs is paramount, in our raw materials as well as finished products. Our initial goals for purchasing ATL's Sample Master® were essentially to improve efficiency, productivity and data quality in the Quality Control laboratory. Initially we were looking for a system replacement that would leverage functionality, ease of use, reliability, and eliminate the need for multiple data entries which plagued our historical system. We wanted to improve and streamline our workflow and process efficiency without having to customize the software. We also searched for a vendor that would provide excellent technical support, provide free product upgrades that would meet the dynamic regulatory requirements in our industry, and that offered training programs for our team (formal classroom training, as well as web based and one-one-one training).



“*Sample Master® LIMS has streamlined our sample processing, QC analysis and data management operations. We were able to quickly and easily implement the system allowing us to focus on data analysis and quality control and providing our customers with excellent products.*”

Juan Maya,

Quality Control Manager, Vanderpol's Eggs

As we started our search for the right LIMS for our food testing/QA laboratory we had to consider the size, scope and focus of our quality control laboratory. Having ISO 17025 accreditation, our laboratory has specific requirements that require a better traceability of test results and operations. We follow (HACCP), Hazard Analysis of Critical Control Points in our company and wanted a product that would allow the laboratory to concentrate on laboratory processes and data interpretation rather than laborious sample processing, data entry, result processing (manual calculations) and reporting. As an ISO Certified laboratory, quality is extremely important in our internal operations and we searched for a software partner that was also ISO Certified (ATL held this certification for over 10 years) along with an excellent industry reputation. This certification not only demonstrated their commitment to quality but also demonstrated that they passed external audits of their Quality Management System, by a leading auditing firm.

We understand that our laboratory has its own unique business needs as an in-house laboratory and being able to integrate some of our laboratory processes into the company quality programs was critical. Our group wanted to minimize customization and leverage the system's out of the box configurability. With that strategy, ATL engineers worked with us to evaluate our workflows and assist with system configuration to streamline our collection/testing/trace back operations. They specifically helped with our quality control laboratory, making us more organized and efficient in terms of time savings in task execution from login (barcoded labels, login process improvements, Chain of Custody, Certificate of Analysis and summary reports,) to analysis to reporting. The ATL Bar Code starter package was purchased and



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## Customer Spotlight: Vanderpol's Eggs *(continued)*

implemented. This included a Zebra label printer and two handheld scanners. The addition of bar coding and scanning to Vanderpol's Eggs has resulted in increased throughput, elimination of transcription errors, and improved efficiency of the sample login through final analysis processes. We also purchased Result Point®, the secure web portal that allows those throughout our organization to check on the status of preliminary and final results 24/7 without having to interrupt the laboratory team. The Result Point® portal not only enhances communication across the organization, but also displays the result of laboratory analysis as they are available. It also has the ability to allow our internal customers to print preliminary or final reports from PDFs that are automatically generated and linked to each sample batch. In addition, we are able to attach other types of files, such as Excel, documents or images.



The LIMS is an integral part of our laboratory from rapid sample login, sample tracking, data entry, QA/QC, Sample Scheduling, Chemical Inventory, Resource Management to help us meet our HACCP and regulatory compliance goals. The software is user friendly and ATL has live, skilled technical support engineers that are very helpful. Most support issues are often closed the same day.

The laboratory performs approximately 4,200 tests/month, equaling more than 50,000 analyses per year, primarily related to quality control of finished food products. We dedicate about 80% of our resources to foodborne pathogen detection (i.e. *Salmonella*, *Listeria*) with a wide range of methods that go from classical microbiology (general plating methods) to advanced molecular testing with PCR based analysis. Because the analytical testing workload on instrumentation is still a modest volume, it is currently not cost effective to pursue instrument integration, but it is nice to know that our LIMS will support the interfaces when we are ready.

ATL also offers excellent training programs which begin with on-site training during installation and implementation (with complete user manuals, training guides and supplemental reference material), followed by web training and webcasts, and the LIMS Boot Camp. We attended the LIMS Boot Camp in Pinehurst, NC, and received comprehensive, in-depth, hands on training that prepared us to extract the most value from our software investment. We were also able to network with other users and discuss best practices and share ideas. We learned about GALP (Good Automated Laboratory Practices) and all of the features and functions in the LIMS, some of which we weren't currently utilizing, but many that we will deploy as we grow.

We are confident in the software implementation which is backed by a very responsive support team that we know we can count on. Our implementation was a success and we continue to grow our business objectives related to information management and our quality control objectives, beyond our original installation goals.

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