

RECRUITMENT  
PROCESS  
OUTSOURCING

BUSINESS  
PROCESS  
OUTSOURCING

CONTINGENT  
WORKFORCE  
OUTSOURCING

HUMAN  
RESOURCES  
CONSULTING

CAREER TRANSITION  
& ORGANIZATIONAL  
EFFECTIVENESS

EXECUTIVE  
SEARCH

THINK OUTSIDE.

## scientific laboratory solutions

Optimize your business results with our people,  
process, and industry expertise

**KELLYOCG**  
OUTSOURCING & CONSULTING GROUP

# Increase efficiency. Reduce costs. Achieve your goals.

Scientific laboratories face the same challenges as most companies today: do more with less, improve quality, decrease costs, reduce turnover. But in your world, regulations, compliance, and safety compound the pressure to achieve positive business results in the competitive scientific landscape.

Your organization is only as good as the people and processes you employ, and that's where we can help. As a trusted business partner, the Business Process Outsourcing (BPO) practice of Kelly Outsourcing and Consulting Group (KellyOCG®) assists companies of all sizes with their workforce challenges. Our scientific laboratory solutions integrate operational management with our core staffing expertise to increase productivity and reduce overall costs.

*We know your ultimate goal is to bring new and innovative products to the market. We'll help you get the competitive advantage you need.*

## Consultative, collaborative, and committed to client success

Our BPO practice has a team of experts with decades of hands-on experience in laboratory operations readily available to take on the client's business challenges as their own. We consult with clients to understand their challenges and priorities, and collaborate with them to architect solutions that ensure operational goals are achieved. We customize solutions to ensure our clients *arrive* at their desired future operational state.

The Kelly® **Global Implementation Services** team project manages the transition from current state to the desired future state with a focus on seamless integration. Certified implementation managers apply industry-leading change management and risk mitigation methodologies to alleviate business interruption.

## Look no further. One source for people and process expertise.

With a strong background in science and workforce management, our solutions are comprehensive, incorporating lean thinking, operational expertise, and top talent from a single provider. In short, we provide desired operational management and the talent you need.

Whether handling a core competency or a non-core function in your organization, we'll design a customized program to meet your unique requirements—from facility management to analytical support to actual formulation development. The majority of our science programs are conducted under strict GLP/GMP guidelines.

We have the resources to procure highly qualified professionals—from entry-level to Ph.D.—and we put retention programs in place to ensure you'll always have access to people with the critical skills you need. We currently have programs in med-device, food science, consumer products, and drug development employing hundreds of scientific professionals. In fact, we have a proven record of helping our clients realize significant cost savings through decreased turnover and enhanced process efficiencies.

# a

assess

assess current environment through due diligence and evaluation

# r

review

review current state finding and initial recommendations with client

# r

refine

refine solution framework through collaboration with client

# i

introduce

introduce fully architected future state solution to client

# v

validate

validate solution to design and transition plan with client

# e

execute

execute all elements of client-specific solution

**Our specialized BPO solutions have an average accuracy rate of 99.8 percent.**

#### **Analytical testing**

- HPLC; flow cytometry
- Stability testing
- Dissolution assay runs
- In vitro/In vivo testing responsibility
- Sterile cellular/tissue culture technique
- Gas chromatography/Mass spectroscopy testing

#### **Formulation/screening**

- Prepare pre-defined solution formulations
- Project compound fulfillment
- Formulation solubility and stability testing
- In vitro analysis
- Microsomal stability and protein binding
- DMPK conducting bioanalysis of PK; PK/PD
- High throughput screening
- Formulation and screening of natural extracts
- Microbiology testing on marketed products and new product development

#### **Laboratory and chemical maintenance**

- Solution preparation
- Raw material testing
- Batching
- End-to-end responsibility for 100 percent of "raw" materials used in labs
- Supply ordering, receiving, storage, inventory
- Shipping/Receiving chemical samples
- Veterinary technical services
- Equipment calibration and validation
- Robotic systems operation and maintenance
- Set up, removal, assistance in instrumentation education/research sessions

#### **Facility management**

- Water quality testing – microbial
- Air quality testing – microbial
- Glassware and supply washing
- Sterilization, autoclaving
- Animal husbandry services
- Storage room maintenance
- Waste removal hazardous/nonhazardous

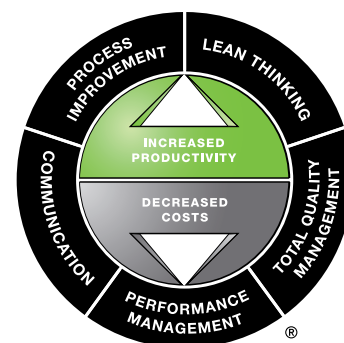
## Flexible pricing options

While each operating environment and client scenario is different, we are committed to improving the operating margin. That's why we offer flexible and custom pricing models that align with various business needs. Our pricing models include:

- Cost plus
- Management fee
- Management fee plus variable pricing
- Transactional or unit pricing

## Delivering predictable work outcomes— here's how we do it

Our Business Process Operating Methodology is the foundation of our service delivery, addressing talent retention and motivation, and process and operational efficiency, with an eye on increased productivity and lower operating costs. The five key areas of our model include:



**Lean thinking** – A method of eliminating waste through process flow.

**Total quality management** – Aligning people, processes, and management systems to ensure compliance with client objectives.

**Performance management** – A standardized system to manage employee performance and achieve client expectations with programs that promote career development and employee satisfaction.

**Communication** – A standardized system for providing key information and feedback to the program population and the client's organization in a timely and effective manner.

**Continuous process improvement** – A program that promotes continuous, incremental improvements throughout all aspects of the business function.

#### **Our BPO solutions increase productivity and add value through:**

- A stabilized workforce, reduced turnover, and talent retention
- Employee development and advancement strategy
- Safety program development and ownership
- Value stream creation and/or validation
- CPI and Lean events
- KPI and SLA creation and monitoring
- Reduced training, overtime, and downtime
- Client FTE optimization

## Gain a valuable business partner

You need to stay ahead in today's scientific landscape. Let us design a solution that best aligns with your operational goals and objectives to help you achieve a competitive advantage. Get more information and contact a BPO solutions consultant at [kellyocg.com](http://kellyocg.com) today.

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