



Newsletter

Autumn 1995



Virginia Lucey, Managing Director

Supplying quality animal blood products to microbiology laboratories throughout Europe has been the key objective and core business at E & O since it's start up some 17 years ago. Many changes have taken place both within the Company, and in the political trends that govern the purchasing of microbiology blood products over the last few years.

Enormous demands are being made on hospitals and commercial organisations to keep up with legislation and technology, control ever increasing overheads whilst at the same time improving productivity, satisfying customers and patients and complying with accreditation and certification requirements. In E & O's case, this also means delivering on time at very competitive prices.

Leading the Way

E & O has led the way in product development by a combination of investing in research and development and working closely with our customers to reduce costs.

In 1992, we introduced colour coding on all blood product labels with a production date to verify freshness, and also made available

a wider range of blood volumes to reduce production costs.

In 1993, we began to print packed cell volumes on all our blood product labels and haemoglobin levels for lysed blood. This illustrated to our customers the consistency in our products. Our specialised defibrination and in-line oxygenation systems, as well as expert animal management and constant monitoring of shelf-lives, allowed us to offer fortnightly delivery of blood products to reduce delivery charges by half.

In 1994/95, dramatic increases in cardboard prices forced us into redesigning our packing system.

Our Research and Development department has many more projects in hand to help benefit our customers in the future. We will be in touch in early January 1996, for your comments and suggestions.

Diversification

Spring 1995 saw the launch of our diversification plan to manufacture a full range of poured plates and bottled media. After speaking at length with some of our customers, it was clear that there was a need for a supplier who would manufacture

specifically to customer specification. E & O will manufacture and deliver any recipe, any volume and in any container.

Focus on Quality

Quality - what does it mean to E & O?

Carefully selected raw materials are used in manufacturing processes that are operated by a team of qualified professionals and highly trained operators, under strict protocols. The production staff are complemented and supported by a dedicated customer service department which together create products which meet or exceed the expectations of our customers.

The Future

E & O's investment for the future is in Research and Development, Manufacturing for Continuous Improvement and most importantly, in its expanding professional team!

For further details, please contact me or alternatively visit our facility and meet the team.

Virginia Lucey

New Appointments at E & O

L - R Alan Dickie, Dr. John Cameron, Roseanne Stowe



Production Manager, **Alan Dickie**, 31, joined E & O from the Glasgow Victoria Infirmary where he held the position of MLSO for 11 years. With a solid background in the production of media for microbiology laboratories, Alan has been instrumental in the launch of E & O's new products. As part of his duties, he oversees the blood product range and controls all aspects of Quality Control as well as taking responsibility for producing the relevant quality manuals as the Company heads towards ISO 9002 accreditation.

Dr. John Cameron, Head of Technical Services, joined E & O earlier this year to oversee the Company's extensive and ongoing Research and Development programme. His primary

responsibility is to identify new products and improve existing production procedures as part of the Company's continuous improvement strategy. Dr. Cameron will also be involved in Technical Sales.

Customers will testify that E & O is committed to excellence in customer service and to further demonstrate this commitment, **Roseanne Stowe** has been appointed as Customer Services Co-ordinator. Roseanne has completed an in-depth induction programme to the Company, its products and markets and is already proving to be popular with customers for the efficient and friendly manner in which she handles all enquiries and order amendments.

Successful Product Launch

This Spring, E & O launched its new product range of bottled media and poured plates.

Already established and respected as a supplier of fresh animal blood and quality sera, the Company took the decision to diversify into this range of products as a direct response from the market place.

As organisations continue to streamline their own operations to compete effectively in an aggressive market, many are now looking for a single source of blood products, bottled media and prepared plates. Products must be obtained from sources that can guarantee continuity of supply and consistency of product, manufactured within Good Manufacturing Practices and supported by excellent Quality Control and relevant certification.

E & O recognised these changing needs and after extensive research has reacted by being the first Company in the UK to offer its customers a

range of quality products, tailor-made to the exact requirements of the customer.

The new range of bottled products include a wide variety of isolation and identification media manufactured to customer specification. E & O can supply any brand of base media, deliver in any bottle type and fill to your requested volume. The egg media is made from carefully selected eggs produced on a local farm to ensure they are at optimal freshness and antibiotic free. All the egg media is quality controlled at the Scottish Mycobacteria Reference

Laboratory at the City Hospital, Edinburgh.

The Company offers a full range of poured plates with media base of your choice. The Columbia blood agar plates are the freshest and therefore of superior quality to any product manufactured in Europe. E & O is the first and only organisation in the UK to have total control over the collection of fresh blood and the manufacture of quality pre-poured media.

If you would like some samples to evaluate, please contact Roseanne in Customer Services.

Product Categories

Poured Plates

Bottled Media

Animal Blood

Sera

Complement

Custom Anti-Sera



Samples of products

Investing In People

It's a well used cliché that a Company is only as good as its people, but at E & O this is exactly the situation.

With a workforce, whose commitment, professionalism and enthusiasm is second to none, E & O has applied for accreditation of the Investor in People Award.

Investors in People is all

about encouraging individuals to build on their existing skills and open up new opportunities by a continual programme for training and personal development.

Taking into account the launch of the new product ranges of prepared media and pre-poured plates, the training needs analysis identified the requirement for a specific hands-on training course for media production techniques.

Finance Director, Mairi Munro, approached several academic institutions with a view to setting up a course tailored specifically to the needs of E & O. Comments Mairi, "E & O has always been committed to providing ongoing training for our employees. However, I had difficulty in finding colleges

who were able to assist us in setting up a customised microbiology-based course for E & O."

Eventually, Bell College in Hamilton was identified as a prospective training provider and a course was developed with a major emphasis on clean room environment using aseptic techniques and Good Manufacturing Procedures.

A place on the course was offered to all laboratory staff, and staff from other departments who have expressed an interest have also been able to attend.

Having completed the in-depth introduction to microbiology, employees will be able to continue to benefit from the Company's ongoing commitment to training and development.

Aseptic techniques in practice with Christine Gibson



Capital Investment at E & O

To manufacture high quality bottled media, it is essential not only to use the best ingredients, but also to have consistent, well calibrated equipment to prepare the media.

Having consulted with the Scottish Mycobacteria Reference Laboratory, a uniquely customised inspissator was designed and manufactured locally allowing more efficient and consistent manufacture of egg media.

E & O has also invested in a Quantum autoclave control system which is an upgrade based around the new Omron CQM1 programmable controller, coupled to a NT20S touch screen operator interface. Multi cycle capability is easily achieved,

thanks to the CQM1's extended data memory, whilst the non volatile flash memory of the NT20S stores screen data, including easy to use operator menus, diagnostic functions, and calibration facilities. Temperatures and pressures are monitored throughout the autoclave cycle, and are logged to an Epson 2 colour, 40 column panel printer. Should a cycle fail, error messages are printed in red expanded print at the time in the cycle that they occurred.

The emphasis through the upgrade is on quality, with all components selected for compatibility, reliability and accuracy.

A combination of both specialised equipment, which is regularly serviced and

calibrated, and well-trained technicians to operate it, can only result in consistently superior prepared media.

Rita Black checking Autoclave cycle



Open Day at Burnhouse

On Friday 1 September, E & O held its first Open Day. The event was well attended, with customers travelling from as far afield as Leeds and Newcastle.

After initial registration and a full buffet, which was organised and laid out entirely by members of staff, a short presentation was given, detailing the history and

objectives of the Company and the new direction in which it is moving.

Customers then had the opportunity to visit all the departments, observe the new product range and speak to every member of the team.

A combination of lovely weather, excellent food and refreshments, followed by an informative walk-about allowed customers to

understand how serious and professional E & O is about its future as a major supplier for diagnostic media and services.

Should any customer or prospective customers who were unable to attend the Open Day wish to visit our facilities, please feel free to contact Roseanne to arrange a suitable appointment.

Farm News

Global warming has caused chaos to the farming community from the Midlands south! We, the farming community, are renowned for complaining about the weather and this year, true to form, we are at it again!

As far as the central belt of Scotland is concerned, after an exceptionally cold and late Spring, it made a rapid recovery in blazing June, to finish with a record breaking

sunny Summer. Like all humans, our donor animals thrive with a little sun on their backs too.

We now enter a lush Autumn before the weather breaks and the donors are brought in from the pasture to spend the Winter inside our specialised housing facility.

Vast quantities of high quality Scottish fodder have travelled south this year. This has helped supplement the extra fodder which farmers

have been forced to feed to their stock during the drought season. This, in turn, has increased the price of feeding quite considerably as well as reducing the availability.

At E & O, we purchase all our animal fodder under contract at market prices, which will increase the price of blood products considerably over the coming months.

Where blood products are concerned, animals come before customers!

Exhibition News

Society for Applied Bacteriology Conference

E & O recently exhibited at the Society for Applied Bacteriology Conference & Exhibition at Southampton University. This venue provided not only the ideal opportunity to launch the new products from E & O but also to meet existing customers, re-establish contacts and introduce the Company to the many delegates from around the world who attended the conference.

MD Virginia Lucey and Dr. John Cameron, Head of Technical Services, attended the exhibition on behalf of the Company and met representatives from veterinary investigation centres, universities, public and private health laboratories and bacteriologists from a wide range of backgrounds. As a result, E & O is now in contact with several interested organisations who requested further information and samples of the new and existing product range which are now undergoing evaluation.

The Congress of the Institute of Biomedical Science

The Congress of the Institute of Biomedical Science holds its Convention at the ICC in Birmingham from 30 October - 3 November 1995. E & O will be exhibiting on **Stand No. 320** where an extensive range of samples from all the new product lines will be on display. Should you require samples or further information before the show, please contact our customer service department. A special opportunity for all our customers and visitors to orally sample a little of Scotland's quality will be on offer and labelled as Scottish "Malt"!

Representatives of the Company will be pleased to meet visitors to the Convention. Prior appointments can be made by contacting Virginia Lucey or John Cameron on 01324 840404.

E & O Increases European Market Share

E & O Laboratories has worked hard to build a wide ranging customer base in seven European countries for blood products over the past four years. In Europe, sheep blood is more commonly used as a media supplement than horse blood. This has historically been due to availability rather than empirical rationale.

At E & O, extensive research into the shelf life of horse and sheep blood has shown that haemolysis levels are insignificant up to four weeks after despatch. This major breakthrough has allowed deliveries to take place fortnightly, substantially reducing the considerable transport overhead. With the new extended product range, E & O is hoping to increase their existing market to include the Middle East.

With the relaxing of the European customs procedures, a regular next day service into most European destinations can be organised. Competition is always strong but due to consistent quality and excellent customer service, E & O is consolidating its excellent reputation throughout Europe.

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