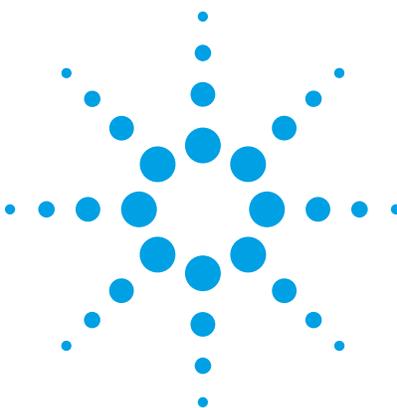


# Agilent Professional Services: Project Management and Consulting



Project management and consulting services that help you overcome tough challenges.



### **In today's economy, lab managers and administrators face unique challenges.**

Despite fewer resources, you're asked to do much more than ever: streamline workflows, increase productivity, manage assets and make the most of limited capital budgets. To address the critical problems that impact your lab business, you need to develop solutions and manage them to completion. That's where Agilent Professional Services can help – with project management and consulting services that help you overcome tough challenges.

### **Leading projects that improve your lab's performance and compliance**

Even a few initiatives – such as standardizing processes, optimizing workflow or automating compliance procedures – can transform your lab. But innovative ideas and inspired solutions aren't enough; your team also needs to have the time and skills to properly execute these initiatives.

### **Agilent Professional Services provides the resources you need to achieve significant performance gains.**

In 50 years spent managing laboratory projects, we've excelled at developing workable solutions and implementing them to boost performance. We know how to assess your current practices, identify areas for improvement, produce big wins quickly and accomplish your business goals.

### **Demonstrating value through results**

What kind of results can you expect? Labs typically enjoy greater productivity, reduced costs and simplified processes and procedures. Just as important, we drive projects to completion quickly, with a minimum of disruption to your operation.



## Agilent Professional Services: Project managers and consultants recognized for producing results

**Extensive lab experience.** When you work with Agilent, you gain access to a wealth of knowledge built up over 50 years of providing laboratory services. We look at your business not only from a systems and business standpoint, but also from the perspective of a company with an in-depth understanding of laboratory workflows.

**Proven professional expertise.** Agilent laboratory consultants have an average of 15 years in the business. Our team receives rigorous and regular training to stay current on the latest techniques. Many of our consultants have also earned Project Management Professional certifications with the Project Management Institute®. These high standards translate into a proven track record of solving problems and producing results.

**Industry-spanning scope.** You can count on our range of experience across the chemical, pharmaceutical and petroleum industries to manage your unique challenges. In addition to our internal expertise, we tap our network of approved partners to access specialized knowledge and create the best possible solution for your situation.

**Measurable results.** We don't just promise results – we show you that we've achieved them. Our specialists apply methodologies such as Six Sigma and Lean to set the parameters for your projects, monitor progress and measure the results you receive. We've honed our standard processes and procedures over decades to provide a consistent, high-quality approach to projects that speeds time to completion.

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*A strong, company-wide plan for continuous improvement has been the key to streamlining the quality control operation at Boehringer Ingelheim Chemicals, Inc. (BICI), located in Petersburg, Virginia. It resulted in reducing instrument downtime by 50 percent, ensuring compliance with regulatory guidelines, and shortening time-to-market to near “just-in-time” levels.*

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Use of Agilent Professional Services as reported in *Lab Manager*, February/March 2009

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## Agilent Professional Services: Project management customized for your laboratory

**Laboratory performance improvement:** We assess your lab's operations to identify areas where changes would produce the most significant gains, then develop a comprehensive plan to achieve them. The focus often includes inventory management and equipment usage. Our consultants also manage specific projects geared toward improving productivity, including lifecycle management, workflow assessments and assistance with responses to Requests for Proposals.

**Standardization:** Harmonizing calibration and compliance protocols for all instruments across your laboratory saves time and money. The Agilent Enterprise Edition Equipment Qualification Plan increases efficiency and confidence in reporting accuracy, including readiness for regulatory audits.

**Education:** To stay on top of ever-changing customer demands and industry regulations, your staff needs regular training. We provide programs tailored to your needs – from seminars in Good Laboratory Practice Guidelines and analytical instrumentation operation/maintenance to Standard Operating Procedure support.

**Laboratory relocation:** We make your move easier by handling every aspect, from asset deinstallation and transport to reinstallation, instrument recertification/requalification, vendor management and site coordination. By staging the process, we keep downtime to a minimum and limit distractions that can impact productivity.

**Customer service improvement:** To provide critical information on how well you serve your customers, our team can conduct third-party customer-satisfaction surveys, analyze service delivery performance data and pinpoint areas for optimization and improvement.

**Multi-Vendor Service:** Streamline repair, maintenance and compliance support – and lower costs – by relying on dedicated, highly qualified engineers to keep all your instruments performing at maximum capacity, no matter who manufactured them. We tailor these services to fit your lab's equipment footprint and requirements.

### Discover the rewards of improved lab performance.



Visit us online to learn more about Agilent Professional Services. Also download a case study that demonstrates the kind of transformation we can achieve in your lab.

[www.agilent.com/chem/pmo](http://www.agilent.com/chem/pmo)



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