

Good laboratory data is core to your business. Ownership of the lab doesn't have to be.

Laboratories are essential but expensive to operate and are often under-utilized. Company lab operations can be outsourced to Intertek ETL SEMKO by companies in the automotive supply chain. Our customers will enjoy financial and performance benefits gained from lab outsource projects. Key quality, research and new product development services are improved. Laboratory staff benefit from lab commercialization and new career opportunities.

Lab outsourcing gives our customers value-added service and enhanced quality at a lower total cost. It offers financial, operational, quality and productivity benefits to your business and to shareholder value.

Turn to Intertek ETL SEMKO for your laboratory outsource service projects. We consult with our customers in the automotive supply chain, benchmark laboratory performance, and work with the client to design and implement an effective win-win lab outsourcing solution.

Lab Outsourcing works for business.

The staff at Intertek ETL SEMKO are experienced experts in successfully running critical analytical testing services. We can provide improvements in service and help lower capital investment and operational costs.

From sending samples to an Intertek ETL SEMKO laboratory to outsourcing the entire laboratory function, our team of experts provide our customers with lab services engineered to meet your requirements with accuracy, reliability and economy.

Benefits of Laboratory Outsourcing

The following chart offers a brief comparison between typical in-house and outsourced laboratory performance:

Outsource Benefits	Internal Laboratory	Independent Laboratory
Hours Open	8 hour, 5 day operation	24 hour, 7 day operation
Overhead Allocation	High	Low
Staffing	Inflexible	Flexible
Real Cost per Test	High	Low
Instrument Utilization	Low	High
Laboratory Efficiency	Low	High

Tangible Short-term Benefits:

Streamline your operation and cost-structure

- Accelerate efficiencies from reconfiguration
- Shorten turnaround time throughout process

Optimize use of available resources

- Minimize and control operating costs
- Free scarce capital for other investments
- Obtain enhanced cash-flow infusion

Eliminate diversion from your core activities

- Focus on your core value proposition
- Transfer labor intensive and routine systems

Leverage our global expertise and resources

- Utilize experts and capabilities on as-needed basis
- Imbed flexibility in manpower utilization
- Access independent certification

Tangible Long-term Rewards:

- Improved overall performance and quality
- Enhanced profitability and shareholder value
- World-class and streamlined analytical services
- Continuous improvement in productivity
- Sustained growth and competitiveness



Outsourcing Examples

Recent Examples of Intertek Laboratory Outsourcing Projects Across the World:

Unilever, Intertek Port Sunlight

Corporate Analytical Research HPC outsourced to Intertek. Intertek has more than doubled the amount of analytical R&D staff and built a new laboratory off-site the existing Unilever premises.

ICI Probe, Intertek Melbourne

ICI Central Research Laboratories, Southern Hemisphere. Innovative R&D in analytical chemistry dedicated to serving ICI and ex-ICI businesses as an independent centre. Entire facility outsourced to Intertek in 1999.

Clyde Refining, Intertek Melbourne

Refinery Laboratory with 16 chemists, supporting Shell's downstream operations in Melbourne. Includes support for gasoline marketing program.

Chevron Texaco, Intertek Pembroke

24/7 Refinery Laboratory with 25 analytical staff supporting ChevronTexaco's modern industrial refinery operations and delivery and export of finished products.

Dow, Intertek New Orleans

Outsourcing of PP catalyst testing facility for continuous performance monitoring on 24/7 basis.

BP, Intertek Sunbury on Thames

Downstream Analytical Centre in Central Research. Entire staff of 35 employees transferred to Intertek. Currently ~50 chemists and new 20,000 sq. ft. laboratory built to support BP global business units and third party customers.

Borealis, PolyOlefins, Intertek Lisbon

20 chemists providing 24/7 QC Laboratory support on site. Contract awarded January 2001.

EMPA, Intertek Zurich

EMPA (The Materials & Technology Institution within the ETH domain) awarded Intertek the contract to run their Fuels & Lubricant Departments as an independent commercial enterprise in 2004. The new Intertek Switzerland Technology Center will continue to offer its full range of fuels and lubricant analytical testing.

Intertek Laboratory Outsourcing Testimonials:

"I have come to take the success of Intertek's effort for granted simply because it has been conducted in a manner that has been so smooth. This is my mistake since I know underneath the veneer of strong success was a huge amount of work that has all been managed exceptionally well. And exceptional performance should never be taken for granted. Great job and many thanks for the effort."

- Dan Sajakowski,
BP, Vice President – Refining Technology

"Intertek is providing, for North America and a significant portion of Europe, some very critical analytical support in the form of plant hygiene data relating to the exposure to detergent enzymes. Not only are we employing a fairly high tech method, but we need results reported back within 48 hours or less on a daily basis.

Intertek has come through with exemplary results – consistent, high quality data usually reported within 24 hours.

Procter & Gamble has been so pleased with the working relationship between our companies that when a crisis developed regarding an analytical method used in our finished products, we didn't hesitate in going to Intertek for help.

Their willingness to take on any type of work and to meet our sometimes difficult requirements is much appreciated and respected throughout the P&G world."

- Bob Grosse,
Global Leader,
Procter & Gamble, Current Business Support – Analytical

For more information, please feel free to visit our website at www.intertek-etlsemko.com, contact us via email at gr.services@intertek.com or call our Customer Service Department at 616.656.7401.

Laboratory Outsourcing FAQ's

What is Laboratory Outsourcing?

Lab outsourcing usually involves an independent company assuming quality control testing or other analytical services associated with an in-house laboratory located at or near an industrial site, such as an automotive OEM or supplier, consumer product, corporate research and technical center or other business.

In many cases the existing laboratory, staff and instrumentation can be transferred to Intertek ETL SEMKO and continue to provide the same services as before outsourcing; in other situations the location is moved. In all cases the services are provided at a lower total cost to the customer.

Why can Intertek ETL SEMKO provide a lower total cost for testing services?

In most cases, Intertek ETL SEMKO operates independent laboratories that can accept work from a wide range of customers. This means our utilization rate is higher than a captive in-house laboratory, driving our efficiency up and our cost per test down.

Similarly, capital investment in expensive and sophisticated instrumentation by Intertek ETL SEMKO also translates into a lower per test cost. We can use the same instrument for multiple clients, increasing efficiency.

What companies and institutions are outsourcing laboratory services?

Major laboratory outsourcing projects for Unilever, Citgo Oil, Dow Chemical, BP, Procter & Gamble, ExxonMobil, BASF, TotalFinaElf, Royal Dutch Shell, Irving Oil, the Swiss Government and others are operated and managed by Intertek. These projects are located throughout the world.

What kinds of testing can be outsourced?

Outsourced testing includes accelerated stress testing, product design and validation, performance/durability testing, warranty investigation, RLDA, product quality control, technical support, trouble-shooting, research development, process, on-line analyzer, and measurement science services. Industry and company-specific testing methodologies are used (e.g. SAE, OEM-specific, etc.). Intertek ETL SEMKO can design an optimal laboratory solution to fit our client's technical and analytical requirements.

Is Laboratory Outsourcing right for my company?

Determining if your in-house laboratory is a good candidate for lab outsourcing requires careful evaluation. Intertek ETL SEMKO includes a team of seasoned laboratory professionals with years of expertise in running analytical testing laboratories. They work with our clients to determine if laboratory outsourcing is a viable option. The same team then manages the process for a successful outsourcing project.

How do I get started?

Contact us via e-mail
(gr.services@intertek.com) or
call us directly at 800-888-3787 to begin.

