

Future Labs 2017

Achieving the next level of excellence by smartening and innovating laboratory management to shorten turnaround time, maximise efficiency and enhance quality

Melbourne, Australia

25th & 26th May 2017

Strive for perfection in everything you do. Take the best that exists and make it better. When it does not exist, design It.

Sir Henry Royce

In today's competitive knowledge-based environment, staying ahead requires labs to innovative processes, improve performance, raise quality standards and adopt smart technologies.

 marcusevans

In the Chair:

Robyn Woodburn-Dennis Head of Laboratories
Melbourne Pathology

 **Featuring Half-Day Interactive Workshop on Lab Design:**

Creating a Lab for the Future

Facilitated by:

Dr Antony Della-Porta Managing Director
Biosecurity and Biocontainment International Consultants (Bio2ic)

Testimonials from Our Past Lab Management Events:

One of the best organised and smoothly run conferences I have attended. The speakers were relevant and the timing and running very smooth.

Murray Goulburn

The quality of speakers was high; the event was run extremely professionally.

Iluka Resources

Getting speakers from a wide range of industries was very interesting.

Nutricia

Cross - sectional industry mix. It was a good opportunity to liaise with industrial colleagues and get a gauge on best laboratory practice.

Nestle

Facilitation was excellent.

BHP Billiton

Very well organised, professional conference.

Vinpac International

Diversity of audience as speakers for quality meetings enhances knowledge and community. Well done.

University of British Columbia

Expert Speaker Panel Including:

Dr Laura Dan Chief Programme Officer
Australian Research Council

Dr Rebecca Kogios Director – Forensic Operations
Victoria Police

Heather Campbell General Manager, Health, Safety and Environment
Commonwealth Scientific and Industrial Research Organisation (CSIRO)

Dr Angelica Vecchio-Sadus Health, Safety and Environment Manager
Commonwealth Scientific and Industrial Research Organisation (CSIRO)

David Nielsen Director – Automated Laboratories
SA Pathology

Mahtab Minai Strategy and Operations Manager, Laboratory Services
The Royal Children's Hospital

Dr Christoph Hagemeyer Laboratory Head
Monash University

Dr Tony Pavic Chief Scientific Officer and Regulatory Affairs Manager
Birling Avian Laboratories by Baiada Group

Lloyd Gainey National Quality & Innovation Manager
Brickworks

Neerkamal Brar Compliance Coordinator Chemistry Lab
Nestle Quality Assurance Centre

Robyn Woodburn-Dennis Head of Laboratories
Melbourne Pathology

Martin Lindsay Manager – Laboratory Services
CSBP Ltd

Simon Hopkin Laboratory Superintendent
Woodside Energy

Attend this Premier Conference and Gain Insight Into:

- **Leveraging** lab management software to improve efficiency and accuracy
- **Managing** lab resources effectively and cost reduction
- **Building** a high performing lab team with future skills
- **Cultivating** ownership and an innovative culture for smooth change management
- **Achieving** the highest quality standards to gain NATA/IANZ and ISO/IEC 17025 accreditations
- **Improving** lab processes to drive productivity
- **Advancing** lab automation to improve reliability and reduce error
- **Protecting** your data and information against cyber threats

Thursday 25th May 2017**Booking Line:**

Chance Qin

Tel.: +61 (2) 9238 7288

Fax: +61 (2) 8310 4409

Email: ChanceQ@marcusevansau.com

- 0800 Registration and Coffee
- 0845 Opening Remarks from the Chair
Robyn Woodburn-Dennis Head of Laboratories
Melbourne Pathology
- 0855 **Meet & Greet:**
In this five-minute session, delegates are encouraged to get to know their peers and exchange business cards

- 0900 **Case Study:**
Reengineering Your Lab Processes to Improve Testing Efficiency for Lower Cost and Higher Customer Satisfaction
- Assessing your current process to identify limitations and problems that might interrupt the smooth flow
 - Implementing Lean to eliminate any unnecessary task, redundancy and inefficiency to shorten turnaround time
 - Conducting multiple instruments or analysis concurrently to maximise productivity
 - Monitoring the process over-time and constantly identifying areas for further improvement
- Dr Rebecca Kogios** Director – Forensic Operations
Victoria Police

- 0945 **Case Study:**
Optimising Lab Management Software to Enhance Forecasting and Scheduling whilst Better Lab Resources Deployment
- Developing accurate forecast for work demand from historical data and collaborating with other internal stakeholders
 - Communicating effectively with the lab team and providing flexibility and autonomy to plan their work schedule
 - Using KPI's from Laboratory Information Management System (LIMS) to improve sample
- David Nielsen** Director – Automated Laboratories
SA Pathology

1030 Coffee and Networking Break

- 1100 **Case Study:**
Reducing Human Factor Errors through Digitised Systems to Increase Accuracy of Testing and Sampling Results
- Evaluating potential human errors to identify corrective and preventive measures that can address the underlying contributing factors
 - Developing practical steps to minimise human errors in the lab process
 - Leveraging on electronic devices to reduce the possibility of any recording and transmission mistakes
 - Keeping data consistent in the digitised information system
- Robyn Woodburn-Dennis** Head of Laboratories
Melbourne Pathology

- 1145 **Case Study:**
Implementing Change Management and Cultivating Ownership to Drive Accountability among the Lab Team in Improving Quality and Productivity
- Communicating the initiatives to align the lab team with your expectation on productivity and quality
 - Developing practical stages of learning and implementation to ensure smooth transition
 - Appraising those that have demonstrated ownership and accountability
 - Leveraging on leadership to inspire and motivate staff who are not motivated
 - Documenting ongoing status of change to identify areas for more attention and error avoidance
- Lloyd Gainey** National Quality & Innovation Manager
Brickworks

1230 Networking Luncheon

Business Development Opportunities:

Does your company have services, solutions or technologies that the conference delegates would benefit from knowing about?

If so, you can find out more about the exhibiting, networking and branding opportunities available by contacting:

Hannah Bowcock on +61 2 92387281 or email:
HannahB@marcusevansau.com

marcus evans would like to thank everyone who has helped with the research and organisation of this event, particularly the speakers and their staff for their support and commitment.

- 1330 **Case Study:**
Building a Business Case to Obtain Research Investment or Government Funding

- Examining the overview of current and future research investment trends in Australia
- What lab and management skills are required for future labs?
- Identifying areas of impact to increase your chances of obtaining government or industry grants
- Mastering grant writing to build a strong case that justifies investment in your research

Dr Christoph Hagemeyer Laboratory Head
Monash University

- 1415 **Case Study:**
Identifying Key Criteria and Future Skills Required to Build a High Performance Lab Team
- Predicting the nature of peak and off-peak season and competencies needed for the lab during those times
 - Defining the structure of the team that aligns with the direction the lab is moving towards.
 - Establishing skills and traits that compliments the rest of your lab team
 - Aligning with human resource department to optimise recruitment strategy by making recommendations for improvements

Mahtab Minai Strategy and Operations Manager, Laboratory Services
The Royal Children's Hospital

1500 Coffee and Networking Break

- 1530 **Case Study:**
Enhancing Risk Assessment and Instilling a Safety Culture to Prevent Fatality and Serious Incidents

- Analysing past high-risk incidents and the lessons learnt
- Leveraging the risk profile to develop preventive safety measures
- Instilling safety as a value through leadership whilst recognising shared responsibility amongst all staff

Heather Campbell General Manager, Health, Safety and Environment
Dr Angelica Vecchio-Sadus Health, Safety and Environment Manager
Commonwealth Scientific and Industrial Research Organisation (CSIRO)

**ROUNDTABLE DISCUSSION**

- 1615 **What Are the Key Factors that Need to Be Taken into Considerations when Transforming Your Manual Process to an Automated One?**
- Aligning the future optimisation direction of your lab with the overall business strategies
 - Developing a roadmap toward a further or full automated lab
 - Determining the complexity of the process against the cost and resources needed to make the change or upgrade

Roundtable 1: Pharmaceutical & Pathology

David Nielsen Director – Automated Laboratories
SA Pathology

Roundtable 2: Food & Beverage

Neerkamal Brar Compliance Coordinator Chemistry Lab
Nestlé Quality Assurance Centre

Roundtable 3: Mining & Oil and Gas

Simon Hopkin Laboratory Superintendent
Woodside Energy

1715 Closing Remarks from Chair and End of Day One

Why you Cannot Miss this Event:

Many labs in Australia and New Zealand are struggling to stay afloat in the uncertain environment where funding is limited and shrinking. Without proper management and innovation, they may be finding themselves losing out in meeting their deliverables within the expected turnaround time and budget. Information technology developments are greatly improving lab management efficiency. However, LIMS is also facing risks of being hacked and infected which would jeopardise the workflow and research results. Laboratories which had taken the step to leapfrog their innovation and lab capabilities, made their processes efficient, and produce high quality results had stand a higher chance of obtaining external investment / partnership, or collaborating with universities to get government research and development (R&D) grants.

marcus evans Future Labs 2017 conference is providing a great platform for lab managers to learn from industry experts from a wide spectrum of labs to develop their own improvement strategies. Delegates will explore how they can find ways to streamline analytical processes to reduce turnaround time and improve overall performance. In addition, they will be looking into the most advanced technologies and automation solutions which can bring lab capabilities to the next level. Furthermore, the conference is featuring a half day workshop on lab design which will help delegates to create future labs that serve future needs!

Friday 26th May 2017

- 0745 Registration and Coffee
- 0830 Opening Remarks from the Chair
- 0840 **Rapid Re-Cap Session:**
In this five-minute session, delegates are encouraged to discuss and summarise key takeaways/points learned from Day One of the conference
- 0845 **Case Study:**
Going Beyond ISO/IEC 17025 and NATA Requirements: Improving Your Lab Capability to Consistently Produce Valid Results
- Deep-diving into the elements involved in developing and simplifying quality systems
 - Establishing your internal audit programme equipped with the most advanced techniques
 - Benchmarking with labs in your field to ensure everything is in-place for compliance standards
 - Monitoring on-going quality management for continuous improvements and maintaining accreditation
 - ISO/IEC Draft International Standard (DIS) 17025: Discussion on 2016(E) DIS – what are the proposed changes and what do they mean to your lab?
- Martin Lindsay** Manager - Laboratory Services
CSBP Ltd
- 0930 **Case Study:**
Leveraging Data Collection and Analytics in Automation to Better Maintain Lab Equipment and Monitor Testing Progress
- Leveraging your LIMS to track the equipment status for maintenance
 - Adopting a preventive maintenance strategy by visualising data to avoid unexpected failure and down time
 - Collaborating with your suppliers to inspect automation equipment on a regular schedule
 - Determining periodic maintenance of manual and automated equipment based on the frequency of equipments usage and time period
- Dr Tony Pavic** Chief Scientific Officer and Regulatory Affairs Manager
Birling Avian Laboratories by Baiada Group
- 1015 Coffee and Networking Break
- 1045 **Case Study:**
Making Your Lab Lean by Reducing Non-Value Added Activity
- Understanding the principles and key concepts of Lean for your lab
 - Examining the Lean methods and tools to improve personal effectiveness, eliminate waste and create increased value for customers
 - Developing factors that identify steps in processes to be categorised as 'value added', 'incidental waste' and 'pure waste'
 - Leveraging electronic devices to produce Spaghetti Charts to identify areas of improvement in analytical processes
 - Adopting the right automated technologies to make what's efficient, even more efficient
- Neerkamal Brar** Compliance Coordinator Chemistry Lab
Nestlé Quality Assurance Centre
- 1130 **Expert Insights:**
Ensuring Seamless LIMS to Maximise Its Full Potential and Safeguard Your Information
- Customising dashboard interface to provide simple view of real-time information and meet the requirements of your lab
 - Conducting system audits and periodic equipment calibration
 - Keeping your LIMS and other lab systems up-to-date to prevent cyber threats
- (Speaker to be advised)*
- 1215 **Expert Insights:**
Where Do You See Your Lab In 10 Years?
- Translating mission into the right implementation strategy and adapting governance models to individual lab requirements
 - Maintaining the highest standards of ethics, quality and reputation especially in times of high pressure to deliver
 - Ensuring connectivity of people and ideas beyond the physical lab space: business, university and Publicly Funded Research Organisations (RFRA's)
 - Dealing with effects and aftermath of automation: How can the current workforce be retrained and whose responsibility is it?
 - Staying still is not an option. Facilitating success and gaining a competitive advantage by embracing innovation early and managing the risk involved
- Dr Laura Dan** Chief Programme Officer
Australian Research Council
- 1300 Networking Luncheon

Booking Line:

Chance Qin

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Fax: +61 (2) 8310 4409

Email: ChanceQ@marcusevansau.com**HALF-DAY INTERACTIVE WORKSHOP ON LAB DESIGN**

- 1400 **Creating a Lab for the Future**
- What has changed in laboratory design?
 - Transforming small individual lab to large shared labs with supports rooms
 - Creating new designs not restraining by past design
 - Mapping out the process of designing the lab
 - Identifying the expert support required
 - Conducting a workshop training with key users, managers, engineers and architects to determine design needs
 - Developing the preliminary design, work flow analysis, risk assessment and costing structure of the new lab
 - Planning for the future needs
 - Maintaining flexibility of lab design for changes and installation of equipment in the future
 - Establishing support rooms to provide specialised services
 - Exploring the lab needs in 10 years' time: What are the future directions?
 - Exploring the future information technologies
 - Driving sustainability by moving away from paper
 - Adopting the right Wi-Fi network structure and tablet computers
 - Tailoring LIMS and Good Laboratory Practices (GLP) that meets your lab requirements
 - What standards and regulations do you need to comply with?
 - Ensuring that the right laboratory facilities are in place
 - Sourcing engineering services that are readily accessible outside the laboratory to reduce downtime

*Facilitated by:***Dr Antony Della-Porta** Managing Director**Biosecurity and Biocontainment International Consultants (Bio2ic)****There will be a 15 minute afternoon refreshments and networking break*

- 1700 Closing Remarks from Chair and End of Conference

About the Workshop Leader:**Dr Antony Della-Porta** Managing Director**Biosecurity and Biocontainment International Consultants (Bio2ic)**

Tony Della-Porta is an internationally renowned expert in laboratory management, Biosecurity and Biocontainment. After attaining his PhD qualifications in microbiology, Tony joined CSIRO's Division of Animal Health and was involved in commissioning the Australian Animal Health Laboratory (AAHL) high containment microbiology facilities in Geelong. During his 30 years at AAHL, Tony became Deputy Head of Laboratory, retiring in 2003 from his position as Manager for Biosecurity, Information and Safety Services, to begin Bio2ic. Tony has since used his expertise to provide consulting services world-wide through his company Bio2ic (www.bio2ic.com). He has provided advice for design, construction and operation for laboratories in Australia, New Zealand, Malaysia, China, Thailand, Vietnam, Philippines and United Kingdom.

Who Should Attend:**Head of Departments, Laboratory Directors / Foremen / Managers, Chief Scientific Officers, General Managers, Heads of:**

- Testing Laboratories
- Analytical Services
- Scientific Services
- Quality Assurance
- Quality Control / Systems
- Technical Assurance / Services

From:

- Medical and Pharmaceutical
- Healthcare
- Microbiological
- Chemical and Petrochemical
- Mining
- Geological and Metallurgical
- Food and Beverage
- FMCG
- Tertiary Education
- Winery
- Defense Science

REGISTRATION FORM

Please complete in **BLOCK CAPITALS** and return this form digitally using the **desktop Acrobat Reader software**, or by submitting a printed version via scan or fax. Some fields are not compatible with iOS or Android devices.

Booking Line:

Chance Qin
 Tel.: +61 (2) 9238 7288
 Fax: +61 (2) 8310 4409
 Email: ChanceQ@marcusevansau.com

EVENT CODE: ML-LS4670

LOGIN ID:

CODE: E

PLEASE COMPLETE THIS FORM AND FAX BACK TO:

CHANCE QIN

FAX NO: **+61 (2) 8310 4409**

CONFERENCE: FUTURE LABS 2017

DATES, VENUE: 25TH & 26TH MAY 2017, MELBOURNE, AUSTRALIA

REGISTRATION FEES

FEES

2 Days Conference Fee AUD 2,395

CONSULTANTS AND SOLUTION PROVIDERS FEES

2 Days Conference Fee AUD 2,895

**online documentation included for all fee categories.*

Online Documentation Only AUD 599

You will be provided a username and password to access the documentation online

Early Bird 10% Discount*

A limited number of early bird seats are available. Please ask for details

Premier Plus Discount* Bring more delegates to this event and benefit from:

10% saving for 2 Delegates 15% saving for 3-4 Delegates 20% saving for 5+ Delegates

**(Applies to full conference event only).*

A processing fee of AUD 48 will be added per delegate. GST & VAT will be added if applicable per delegate.

PAYMENT METHOD

CREDIT CARD

Payment is required within five working days on receipt of invoice (Credit Card payments attract a 2% surcharge)

Please charge my: MasterCard VISA AmEx Diners Club

Card Holder's Name _____ Security Code _____

Card Number _____

Expiry Date _____ Signature _____

Confirmation Details:

After receiving payment a receipt will be issued. If you do not receive a letter outlining joining details two weeks prior to the event, please contact the Conference Coordinator at **marcus evans** conferences.

REGISTRATION DETAILS

1.) Name _____

Position _____

E-Mail _____

2.) Name _____

Position _____

E-Mail _____

3.) Name _____

Position _____

E-Mail _____

To ensure your personal assistant also receives confirmation details please add their details below

Name _____

E-Mail _____

Organisation _____

Address _____

Town _____ **State** _____

Country _____ **Postcode** _____

Tel. _____ **Fax** _____

Nature of Business. _____

Company Size: 1-9 10-24 25-49 50-99
 100-249 250-499 500-999 1000+

AUTHORISATION

Signature _____ Date _____

Name _____

Position _____

This booking is invalid without a signature.

AUTHORISATION Signatory must be authorised to sign on behalf of contracting organisation

Payment is required within five working days on receipt of invoice

Indemnity: Should for any reason outside the control of **marcus evans** training, the venue or speakers change, or the event be cancelled due to an act of terrorism, extreme weather conditions or industrial action, **marcus evans** training shall endeavour to reschedule but the client hereby indemnifies and holds **marcus evans** training harmless from and against any and all costs, damages and expenses, including attorneys fees, which are incurred by the client. The construction, validity and performance of this Agreement shall be governed in all respects by the laws of New South Wales to the exclusive jurisdiction of whose Courts the Parties hereby agree to submit.

Terms & Conditions: **marcus evans** Marcus Evans (ANZ) Ltd

1. Fees are inclusive of program materials and refreshments.

2. Payment Terms: Following completion and return of the registration form, full payment is required within 5 days from receipt of invoice.

PLEASE NOTE: payment must be received prior to the conference date. A receipt will be issued on payment. Due to limited conference space, we advise early registration to avoid disappointment. A 50% cancellation fee will be charged under the terms outlined below. We reserve the right to refuse admission if payment is not received on time.

3. Cancellation/Substitution: Provided the total fee has been paid, substitutions at no extra charge up to 14 days before the event are allowed. Substitutions between 14 days and the date of the event will be allowed subject to an administration fee of equal to 10% of the total fee that is to be transferred. Otherwise all bookings carry a 50% cancellation liability immediately after a signed sales contract has been received by

marcus evans (as defined above). Cancellations must be received in writing by mail or fax six (6) weeks before the conference is to be held in order to obtain a full credit for any future **marcus evans** conference. Thereafter, the full conference fee is payable and is non-refundable. The service charge is completely non-refundable and non-creditable. Payment terms are five days and payment must be made prior to the start of the conference. Nonpayment or non-attendance does not constitute cancellation. By signing this contract, the client agrees that in case of dispute or cancellation of this contract that **marcus evans** will not be able to mitigate its losses for any less than 50% of the total contract value. If, for any reason, **marcus evans** decides to cancel or postpone this conference, **marcus evans** is not responsible for covering airfare, hotel, or other travel costs incurred by clients. The conference fee will not be refunded, but can be credited to a future conference. Event program content is subject to change without notice.

4. Copyright etc: All intellectual property rights in all materials produced or distributed by **marcus evans** in connection with this event is expressly reserved and any unauthorized duplication, publication or distribution is prohibited.

5. Data Protection: Client confirms that it has requested and consented to **marcus evans** retaining client information on **marcus evans** group companies database to be used by **marcus evans** groups companies and passed to selected third parties, to assist in communicating products and services which may be of interest to the client. If the client wishes to stop receiving such information please inform: **marcus evans** local office or email unsubconf@marcusevansuk.com. For training and security purposes telephone calls may be recorded.

6. Important note. While every reasonable effort will be made to adhere to the advertised package, **marcus evans** reserves the right to change event dates, sites or location or omit event features, or merge the event with another event, as it deems necessary without penalty and in such situations no refunds, part refunds or alternative offers shall be made. In the event that **marcus evans** permanently cancels the event for any reason whatsoever, (including, but not limited to any force majeure occurrence) and provided that the event is not postponed to a later date nor is merged with another event, the Client shall receive a credit note for the amount that the Client has paid to such permanently cancelled event, valid for up to six months to be used at another **marcus evans** event. No refunds, part refunds or alternative offers shall be made.

7. Governing law: This Agreement shall be governed and construed in accordance with the law of New South Wales and the parties submit to the exclusive jurisdiction of the Courts in Sydney. However, **marcus evans** only is entitled to waive this right and submit to the jurisdiction of the courts in which the Client's office is located.

8. Client hereby acknowledges that he/she specifically authorizes that **marcus evans** charge the credit card listed above for the amount provided herein; that this Contract is valid, binding and enforceable; and that he/she has no basis to claim that any payments required under this Contract at any time are improper, disputed or unauthorized in any way. Client acknowledges that they have read and understood all terms of this contract, including, without limitation, the provisions relating to cancellation.

APPROVALS (HEAD OF DEPARTMENT):

FOR INTERNAL OFFICE USE: