

## Customer name: Ekolab Kosice (Slovakia)

### Company:

Ekolab Kosice is a private, independent ISO 17025-accredited testing laboratory, established in 1992, and originally specializing in testing of drinking water, waste water, and sludge. As regulations and customer requirements developed over the years, the company broadened its activities to add testing of waste samples, soil, emissions, and workplace conditions, as well as food and other industrial products. Besides chemical and physical testing, the lab provides microbiological, biological, and toxicological testing.

The company is regularly inspected by SNAS, the Slovak national accreditation body, which is a member of the European co-operation for Accreditation.

### Business Challenge:

As a private, independent ISO 17025 testing laboratory, Ekolab needs to ensure both its compliance with increasing regulatory requirements, and also have an efficient operation. Meeting these two requirements gives Ekolab a strong competitive position on the market. As the company expands, it intends to further improve its quality systems while reducing paperwork and its use of Excel sheets by going digital and paperless.

Besides method validation, estimation of uncertainties, and use of controls charts, Ekolab wants to be able to check standards, specific laboratory management, and quality processes. This includes not only having reliable document control and training records, but also a register of chemicals and consumables, providing a good stock-level control.

### Selection and Implementation

Ekolab has been using EffiValidation 3.0 since 2004. After downloading a TRIAL version of EffiChem's EffiValidation 4.0 software, the system was evaluated and its functionalities tested against user and regulatory requirements. Because Ekolab was already using EffiValidation, and knew it to be ISO 17025-compliant, the main focus of this evaluation was on the software's configurability, flexibility, scalability, and ease-of-use.

Ekolab also needed some specific modules and registers reflecting chemicals and stock control. After EffiChem confirmed that these configurations were a straight-forward and easy to create, Ekolab decided to deploy the system.

*"There were several reasons we chose EffiChem. Firstly, the company and its product are known to be a market leader in method validation and laboratory compliance, making the regulatory inspections and customer audits much easier for us. Secondly, the customer support appeared to be quick and proactive. Thirdly, the software itself is highly flexible and configurable, giving us confidence to support our growth and sustain the increasing regulatory requirements in the years to come."* - Katarina Juskova, General Manager - Ekolab

## Results

EffiValidation is currently used to manage all method validation and uncertainty estimation activities within Ekolab, and to generate corresponding reports quickly, efficiently and safely. This has shortened the data evaluation process by approximately 50% as compared to the paper- and Excel-based system. Furthermore, the software provides control and transparency over both the standard and the specific laboratory quality processes that Ekolab needed to cover, including the procurement and consumption of the laboratory chemicals and consumables. As a result, Ekolab now has 100% defensibility for audits and ISO 17025 accreditation.

### Specific Results:

#### Efficient Method Validation, Uncertainty Estimation and Reporting

Since the company implemented EffiValidation, its method validation and uncertainty estimation offerings became a key selling point, enabling Ekolab to attract more customers and run these activities more efficiently. Reporting became simpler; achievable with one click.

#### Improved Laboratory Quality Management and Audit Readiness

Because of EffiChem's software, Ekolab is in full control of the internal processes it wanted to manage better. Moreover, it is always ready for ISO accreditation and customer audits, thus minimizing the risk of major or critical observations, and avoiding any significant disruptions to the laboratory operation.

EffiChem, an industry leading provider of computerized quality and laboratory management solutions, enabling businesses to safely and efficiently deliver their products and services to the market. Headquartered in Brno and with distributors across Europe, Americas and Asia, EffiChem maintains an extensive user base in the pharmaceutical, food, and petrochemical industry, as well as in ISO 17025 accredited testing laboratories.

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Global Headquarters in Brno - Medlanky 612 00, Purkynova 649/127, Czech Republic

