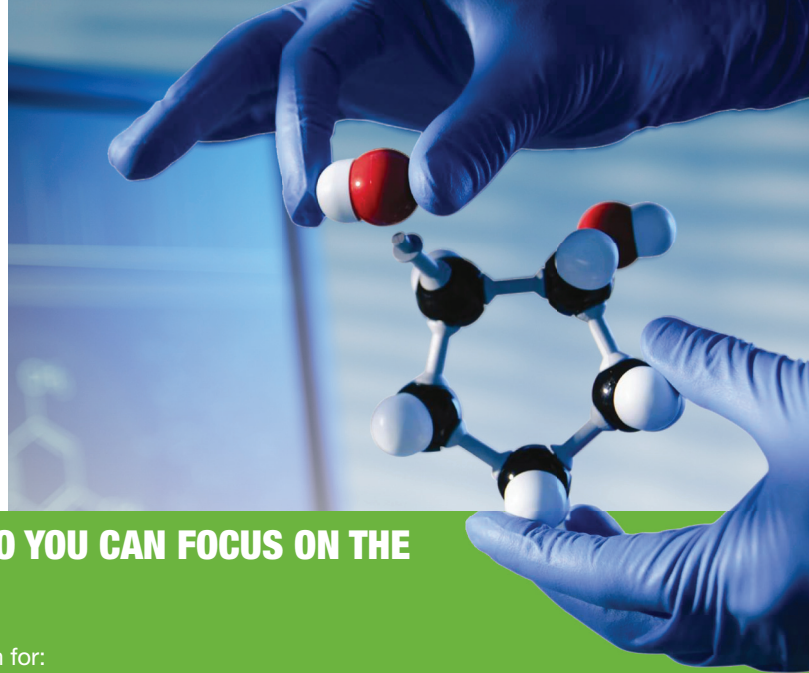


SURE, RESEARCHERS NEED CLEAN GLASSWARE, BUT THAT DOESN'T MEAN THEY, OR YOU, NEED TO CLEAN IT.



OUR GLASS WASHING SERVICE CLEANS UP, SO YOU CAN FOCUS ON THE IMPORTANT ACTIVITIES!

The Glass Washing Service is a Unity Lab Services Support Solution for:

- Reducing washing costs
- Increasing productive time
- Reducing employee distractions
- Reducing breakage costs

From collection, to cleaning, through sterilization (as required), we manage the entire operation against your standards and practices, reducing the time employees need for less-productive activities. The glassware washing services are performed in a timely, uninterrupted process ensuring a continual supply of clean lab glass. Instead of managing washing operations, you'll have more time to focus on what's really important to your operations.

THE PROGRAM

Having clean glassware is critical to your research and operations. That's why trained Unity Lab Services Site Specialists perform this service to your exacting specifications. We start with a review of your current operations. From this review, key performance indicators (KPI) are established. Then we establish a complete process to meet those KPI. Additionally, our specialists act as a direct liaison to better support your needs. The service includes:

Reviewing your operations:

- A Site Assessment is normally performed to initiate the service. The assessment establishes collection points, frequency of pickups, and accurate standards for wash cycles, loading and unloading, soap changing, redelivery and travel time.

Determining success:

- Key Performance Indicators are used to monitor and improve service execution. We develop a customized Key Performance Indicator (KPI) package for you, providing the Best Known Methods for effective performance of this service. Measurements include things like service levels, glass turnaround time, washing supplies usage, as well as breakage rates by type of glass.

Implementing customized processes to ensure your goals are met:

- Collect used glassware from each researcher/location in their respective totes.
- Identify specific users' and/or labs' glassware.
- Segregate glass during washing for return to original locations.
- Run washing machine ensuring clean and dry glassware.
- Return location specific glass in the appropriate totes.
- Maintain Key Performance Indicators as required.
- Report breakage to specific researchers, so timely replacement orders are made.
- Establish corrective action plan for customer comments and resolution.
- Establish proactive customer service feedback process to promote continuous improvement and good partnerships.
- As part of the performance of these functions, Unity Lab Services will meet all health, safety and regulatory requirements.

Our Glass Washing Service is designed to:

- Reduce washing costs by optimizing washing operations
- Increase researcher productive time by reducing the time spent washing and waiting for glassware
- Reduce employee distraction by performing and managing non-core activities
- Reduce breakage costs from improved handling and data tracking

UNITY LAB SERVICES

Customized to meet your specific requirements. Unity Lab Services Scientific Support Services encompasses:

- Over a century of experience serving customers
- More than 300 Unity Lab Services Specialists
- Over 150 customer sites
- 1 to 20+ full-time and part-time Specialists

THE PROMISE

We pledge that the services we deliver will meet your expectations—every time. Every Glass Washing service is designed to meet the unique needs of individual customers. To ensure success, our performance is measured against your expectations and constantly reviewed for additional improvements.

Current Glass Washing service customers in pharmaceutical companies are benefiting from reductions in operating costs, hassle-free washing and improved productivity, by reducing the need to perform non-core activities.

Learn how Unity Lab Services can handle tasks that distract you from what's really important and save you money. For more information, contact your local Fisher Scientific Representative, or visit us at www.unitylabservices.com.

UNITY LAB SERVICES SOLUTIONS:

Asset Management Instruments and Equipment calibrated, working, and ready for research

Supply Management Chemicals and consumables in stock, in compliance and organized for easy access

Scientific Support Services Glass wash, media prep, gas cylinder management and other customized solutions

Consulting Services Develop protocols, ensure compliance and identify efficiencies

Unity Lab Services
Part of Thermo Fisher Scientific

