



Guide to achieving the best outcome using short turnaround time testing



LABORATORY
TESTING

We continue to invest in new technologies which enable us to deliver faster test results for customers.

As test turnaround times decrease, it becomes more important to optimise logistics so that your results can be released as soon as possible.

The following guidelines will streamline logistics and help our team to deliver the best results for you. Our Customer Services team are keen to work with you to achieve this and can be contacted on 09 6268203.

PRE-REGISTER YOUR TESTS

Use our pre-registration software LabConnect for fast processing which allows samples to reach the laboratory quickly for testing. We also use sample integration systems to interface directly with a customers' system where possible.

COMPLETE REGISTRATION DATA

It is important to supply a complete set of registration data with all sample submissions. Any missing information, test codes or product specifications will cause delays with sample registrations. In some cases, these delays can be longer than test times, so it is vital to ensure that correct information is supplied with all sample submissions.



EARLY DELIVERY TO LABORATORY

The earlier your samples arrive at the laboratory, the more likely that results can be released by the laboratory's close of business on the following day or days. Results for samples received before midday are more likely to be released earlier. It may not be possible to release next day results for samples that arrive in the afternoon.

SUBMIT SEPARATE SAMPLES:

- Microbiology
- Pathogens
- Chemistry
- Contaminants and residues

Submitting duplicate samples for microbiology, pathogens and chemistry tests will enable testing to commence concurrently. This is very important when test times are short.

COMPOSITING SAMPLES

The time taken to composite samples will delay the start of testing. The greater number of composites, the greater the impact. If you require us to aseptically composite samples, please be aware that this can add an additional day to the turn-around-time.

LARGE NUMBER OF SAMPLES

Processing large batches of samples requires more time than for small batches. If you require higher than normal volumes of samples tested, please liaise with the laboratory well in advance to enable us to optimise turnaround times. Accurate forecasting will allow the laboratory to plan effectively and provide you with the best possible service.

We are keen to work with you to provide the best testing outcomes for your business. Please do not hesitate to talk with our team to discuss any of the above points and help us to deliver the best possible service for all your testing requirements.