



# IMPORTANT ANNOUNCEMENT

## for clients of Swift Silliker's Midrand Laboratory

Dear Client

We are proud to announce the launch of an Automated Laboratory Information Management System (LIMS) at our Midrand laboratory, on Tuesday, 1 October 2013. As indicated by the name, this means laboratory information (customer information, sample information, instrumentation information and test results) will be captured and managed electronically effective from 1 October 2013 and the first LIMS results reports will be generated 2 – 3 days later.

### How does this affect you as a Swift Silliker customer?

#### **The lab's accreditation status is unaffected**

Careful attention has been paid in the design and development of the LIMS parameters to ensure compliance with regulations and requirements of our accreditation body, SANAS, and ISO IEC 17025.

#### **Test methods remain unchanged**

No changes to the way tests are being done.

#### **Micro reports**

Aside from the new look (minor cosmetic changes) the information detailed in the Micro report remains in essence unchanged, except for the following:

- The sample condition will be reflected on the Micro report to enable you to better interpret your report.
- Micro reports will be sent from our LIMS e-mail, [Swift-Silliker.Lims@swift.co.za](mailto:Swift-Silliker.Lims@swift.co.za)
- Micro reports will contain an electronically generated signature by one of our SANAS approved technical signatories. Stringent security controls are in place to ensure integrity of this signature which is generated by the signatory him/herself after approving the report.

## Submission of samples

To fully utilize the benefits of LIMS, we request and encourage customers to submit test requests to the laboratory electronically. For customers who are currently not using their own Sample Request Form, please use the sample submission form attached and submit it to the laboratory via e-mail prior to the arrival of samples (where possible). Electronic requests can be forwarded to [SampleRegistrarJHB@swift.co.za](mailto:SampleRegistrarJHB@swift.co.za). **This will fast track the sample registration process, meaning that analyses will start within a shorter period from the time of sample receipt. This also means that your results will be released quicker!**

- It is of extreme importance that the sample descriptions and details given by you are correct, as this is how it will be reflected on the Micro Report.
- You will also be notified by e-mail when samples have been received at the laboratory. The e-mail will be from [Swift-Silliker.Lims@swift.co.za](mailto:Swift-Silliker.Lims@swift.co.za)

**We are excited to launch the LIMS, as this means a long list of benefits for the management of laboratory information from which our customers will benefit.**

Therefore we urge and encourage you to PLEASE contact us should you need any further information or assistance with sample request forms or results reports. We will gladly assist to ensure the smooth the roll-out of our new system.

## Contact

**PLEASE** contact Swift Silliker's Marketing Department with your queries.

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