

Case study:
Cellmark

Established as the world's first DNA fingerprinting laboratory in 1987, Cellmark has more than twenty years' experience of providing high quality DNA testing and forensic services to the police, the legal and medical professions, government agencies, and the general public. One of the largest DNA testing companies in the world, Cellmark has built an enviable reputation by matching the quality of its services with the accuracy of its laboratory analysis.

- A provider of forensic analysis services to many of the UK's largest police forces
- The UK's largest paternity testing laboratory
- The first UK DNA company to be accredited to ISO 17025
- Contracted to a number of government agencies

"Workbench Professional enables me to free up my time to interface with people, both within Cellmark and customers, rather than spending time chasing paper."

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What was Cellmark looking for when implementing the Workbench Professional system?

- Replacement of manual document control with a software solution that provided quicker document approvals and document distribution.
- Reduction of paper by using electronic documents, non-conformance reports.
- Improved traceability and make traceability quicker and easier to accomplish and access.

What made Cellmark choose Workbench Professional over competitors?

The *Workbench Professional* product was selected because it provided the desired document control features and additional functionality/modules, e.g., NCR, Customer Care, Test & Calibration, over similar competitive products.

What system and modules did Cellmark implement?

Cellmark implemented *Workbench Professional* with the following modules:

- Audits
- Document Control
- ReportQuest
- Test and Calibration
- Customer Care
- NCR's
- Training

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We have 12 system licenses and 10 workgroup licenses.

What are the main benefits that Cellmark has obtained as a result of implementing *Workbench Professional* software?

- Cellmark has managed to maintain Quality Assurance resource at the same levels over several years of rapid growth in the business.
- Operational and other non-QA personnel at all levels are able to better engage with and participate in the quality management system through the *Workbench Professional* tool, which supports a quality culture within Cellmark.
- The business and QA can focus on the real aim of quality management systems, e.g., improving performance and service to customers, rather than trying to maintain a paper-based, manual system.

Future plans?

We are currently in the process of upgrading to v2008 and IntraVista so that we can take advantage of the improved features and user-friendliness of the latest product.

A quality solution

Customers and other visitors such as external auditors frequently comment positively on the utility of *Workbench Professional*.