

Case study:

The Food and Environment Research Agency (Fera)

Central Science Laboratory (CSL) became part of The Food and Environment Research Agency (Fera) in April 2009. Fera aims to support a sustainable food chain, and protect the global community from biological and chemical risks. This requires the agency to provide robust evidence, rigorous analysis, and professional advice to government, international organizations, and the private sector. Fera's work is underpinned by internationally recognized quality standards, including ISO 9001 and ISO 17025.

"Workbench Professional has replaced a series of sluggish, uncoordinated teams with an increasingly, coordinated, efficient organization."

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Lynn Cullis, Fera's Senior Quality Systems Support, explains why the agency chose *Workbench Professional* to manage its documents and how it has transformed its organization.

What was Fera looking for when implementing the *Workbench Professional* system?

Fera identified a need for a system that would:

- Reduce time and costs for Good Laboratory Practice/UKAS document control;
- Provide a coordinated approach to standard operating procedures throughout the organization and across quality schemes;
- Aid the rollout of additional quality schemes across the organization.

What made Fera choose *Workbench Professional* over competitors?

Fera required a system that would be flexible. The system needed to be adapted and used by staff working with a number of different quality schemes and that would be relatively user friendly. Other competitive systems appeared to offer more complicated set up and use, as well as being more restrictive. Costs were also considered.



What system and modules did Fera implement?

Fera implemented *Workbench Professional* with the following modules:

- Document Control
- Nonconformities
- Audits
- IntraVista Professional

A 35 concurrent-user license system was implemented to cater to our 500 users on site.



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

- The IntraVista Professional module has enabled staff members who are not based at our main site in Sand Hutton to access the same standard operating procedures as those who are.
- The Document Control module has ensured that 3,000 documents are now available throughout the organization. It has also helped smooth accreditation and certification processes.
- The whole *Workbench Professional* system has increased the efficiency of the Quality Systems Team Admin Support, from providing support to approximately 80 GLP staff, to now providing support to all Fera staff.

Future plans

After its successful impact at CSL, *Workbench Professional* is now being rolled out across all Fera sites.

