



Lancaster
Laboratories

Drive Productivity and Cost Savings with Lancaster Laboratories' Full-Time Equivalent (FTE) Service Model



With a dedicated team of analysts working on your projects within our facilities, our FTE staffing program provides clients with improved efficiency and measurable cost savings over the standard fee-for-service model and offers more flexibility than traditional FTE models.

How FTE Works at Lancaster Labs

Working in our GMP-compliant facilities in the US and Ireland, our trained analysts use our infrastructure, quality systems, validated equipment and consumables to meet project testing needs, while integrating our operations with client systems/SOPs.

We assign a dedicated team leader to manage projects, serve as the liaison between our team and the client and direct the priorities of the team. We drive the productivity of the project with an open communication policy that provides immediate feedback on timelines and utilization of the FTE team.

We determine the specific skill set needed for each project and assign team members based on the project's specialized needs to ensure all areas of expertise are covered. Staff members on FTE teams work very closely together to share expertise and strengthen the analytical capability within the group. We can also shift resources to accommodate changes to projects and priorities.

This model works successfully for clients who need to outsource a consistent amount of work that is sufficient to fully utilize a dedicated team for an extended period of time. The duration of any FTE program is typically contracted for a minimum of six months, while many contracts are multi year agreements.

Benefits of Our FTE Service Model

Clients choose our FTE model over other service models based on three distinct benefits—cost savings, efficiency and flexibility.

Our FTE model eliminates the long-term costs and capital resources required to hire a team and invest in additional instruments and physical space by using our in-house resources and highly trained personnel.

We are able to reduce startup time and related fees for new project initiation by minimizing administrative work associated with issuing quotes, purchase orders, change orders and other administration involved in projects. Our FTE model also offers a streamlined approach to establishing test methodology by offering a dedicated team with diverse technical experience. The knowledge-sharing that occurs with this team-based approach to testing has been shown to increase the efficiency of the team and shorten turnaround times for the client.

We are able to offer analytical services beyond the capabilities of the core team and can offer additional staff members for a designated time period when workloads require or in order to expedite a project.

What Our Customers Are Seeing:

- Dedicated Team Leader
- Integration with Client Systems
- Customized Deliverables
- Detailed Utilization Summaries
- Quality Metrics Reports
- Eliminated Need for Quotes/ Statements of Work (SOW)
- Single Monthly Invoices
- No Rush Charges
- Investigational Work for No Additional Fees
- Flexible Contracts
- On-Site Training
- Adherence to Client SOPs
- Burst Capacity Allowance
- Process Improvement Partnership
- Routine Communications
- Performance Scorecards
- Analyst Specialization

Why Choose Lancaster Laboratories?

- Our FTE service model can save up to 35 percent off standard fee-for-service when a team equals five or more staff members.
- We have provided FTE services for 10 years and have more than 1,100 employees and sites in the U.S. and Europe.
- We provide a dedicated team, with a designated team leader, which results in increased productivity, quality and delivery of services when compared to a fee-for-service model. We also allow flexibility in team sizes on a monthly basis.
- Our program allows substitution of FTE hours to accommodate highly technical services such as microbiology, raw material assays or mass spec projects.
- We drive cost-control measures and eliminate rush surcharges for expedited testing to reduce overall project costs.
- Through our LabAccess.comSM portal, we offer 24/7 access to raw data and reports with a timely and secure window to comprehensive laboratory information as your project progresses.
- Our customized reports demonstrate project results for the metrics that are most important to you.

Types of FTEs

- Method Remediations
- New Molecular Entity (NME) for R&D Stability
- Large Commercial Studies
- New Drug “Application” (NDA) Stability for Phase 3 Programs
- Vaccine & Biopharmaceutical Testing
- Analytical Method Development/Validation

Reporting/Deliverables

Lancaster Laboratories offers flexible deliverables and tools to demonstrate how our FTE model provides value to your organization, including customized reports that work with your company’s systems. Clients can choose the metric, frequency and appearance of reports, including but not limited to:

Utilization

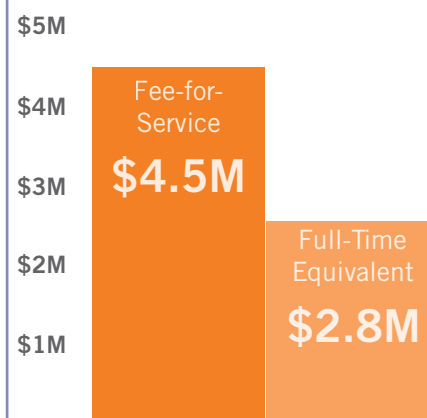
- Hours Per Activity
- Workload vs. Headcount Metrics
- Detailed Staffing Forecast

Accountability

- Monthly Utilization Reports
- Productivity Scorecard
- Turnaround Time
- Quality Metrics

Measurable Cost Savings

The chart below shows an example of a long-term stability program with a multi-person team and multiple commercial products and studies, resulting in a cost savings of 35 percent using our FTE program over a standard fee-for-service model.



Cost/Billing Structure

Clients are billed through a single monthly invoice and receive utilization reports that disclose exact hours and activities performed by all analysts.

Monthly fees cover testing, typical consumables, data review and project management services, including a set monthly fee for each member of the team with specific rates corresponding to various staff levels.



Lancaster Laboratories

Lancaster Laboratories, a global leader in comprehensive laboratory services, enables pharmaceutical and biopharmaceutical companies to advance candidates from development through commercialization while ensuring regulatory compliance, cost effectiveness and achievement of timelines.

Global Services:

Biochemistry
Cell Bank Manufacturing
Facility & Process Validation
Method Development & Validation
Microbiology
Molecular & Cell Biology
Mycoplasma Services
Raw Materials Testing
Release Testing
Residuals & Impurities Testing
Stability Testing & Storage
Viral Clearance & Viral Safety

Service Models:

Fee-for-Service
Managed Hours
Full-Time Equivalent
Professional Scientific StaffingSM
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