OnQ software

Baiada

Satisfying an appetite for lab quality

With a history stretching back over 100 years, Baiada is the name behind familiar brands like Lilydale Free Range Chicken and Steggles. While a lot has changed over that time, what has not changed is the company's commitment to delivering a range of poultry products people can trust.

In order to deliver safe and consistent products, the company has stringent flock monitoring standards that rely on accurate serological and bacterial analysis on cooked and raw products, along with feed testing. With over 250,000 samples tested every year, speed, accuracy and traceability are key for Baiada's state-of-the-art quality assurance lab.
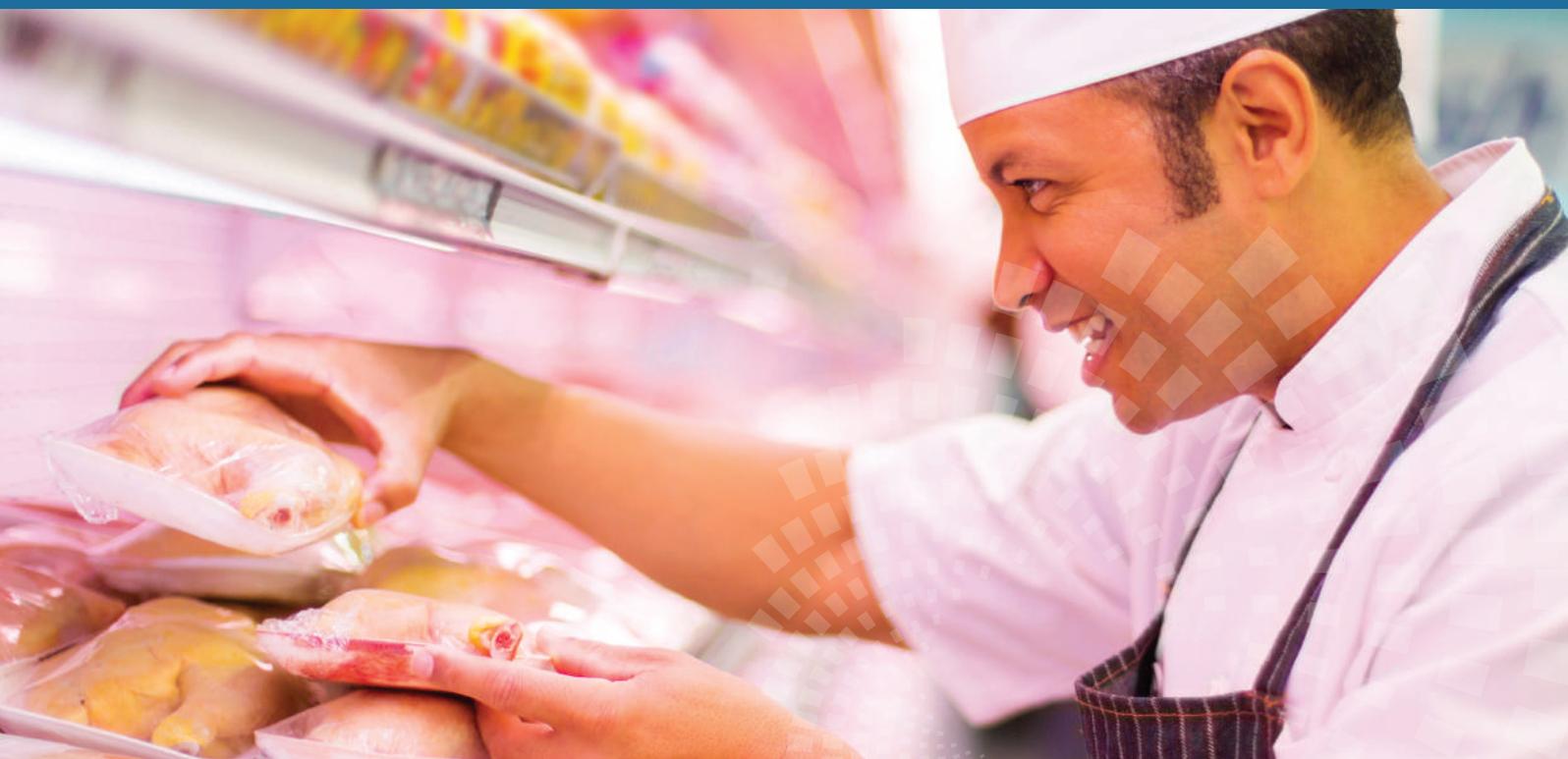
The challenge

"We worked with one of the OnQ team for about a week. They sat down, showed us what they had, considered what we wanted them married them up. Then it was a simple case of going to our leadership team and saying we were going to use it. The benefits just stacked up,"

Baiada's lab had traditionally managed their testing records using a Microsoft Access database that had been developed internally. While this was sufficient for basic record keeping, the type and volume of flock monitoring analysis the team needed to conduct was becoming more complex and more resource intensive.

According to Anne-Marie Curle, Food Technologist and QS management at Baiada it was in 2008 that Chief Scientific Officer Tony Pavic recognised the growing limitations and risks in relation to traceability and accessibility and decided that it was time for a more robust solution.

After looking at the various solutions on offer the team quickly determined that the QLIMS solution would be able to provide what Baiada needed in terms of custom build, but for a reasonable price.

The process

Expecting a long and involved implementation process, the team was pleased at how rapidly they were able to get up and running.

"The move to QLIMS was pretty quick. We had 2 weeks to play around with it, then we went live - that was it. We felt very confident in the system, and the team we had to support us. They are honestly good people, and they also they know their stuff."

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Rather than trying to integrate QLIMS into their existing database the decision was made to start fresh with a brand-new system in order to give the team a solution that would be able to scale. "Over time we've been able to easily integrate many other pieces of equipment, so data results go straight into the system which is great. It's been a big time-saver."

Making staff comfortable with using the system was always a concern, but the OnQ team did not disappoint. "The system is really pretty straightforward. It just depends on how computer savvy the user is. From our perspective though, we were made to feel that there was never a stupid question. The team is nothing but helpful, which was so important during the staff transition."

The results

The biggest benefit, according to Curle? "Definitely saving time, 100%." The time savings have come through automation improvements to a number of different processes across the lab.

"In the old world we received hundreds of handwritten QA testing submissions every week, which needed to be manually entered into our database. Now our processing plants are able to book their submissions directly into the QLIMS system. That's freed up a full-time staff member to be more hands on on the bench, rather than tied up with paperwork."

"We process anywhere from 500 samples a week – QLIMS has effectively freed up one and a half full-time staff members who we can now reallocate to more important jobs around the lab."

"The system takes the samples out, and adds the results back in. The results are available instantaneously. We just check them against the machine printouts, then send our report. We process anywhere from 500 samples a week – so that's another half-FTE that we can now reallocate to more important jobs around the lab."

While those results are impressive, the QLIMS system – and the relationship with the OnQ team continues to evolve. "While our IT department are able to look after the system to a certain point, we're still able to contact George or Nick at any point. We really value our ongoing relationship with them as we evolve the system."

"For example, we've been thrilled with the efficiencies we've realised by enabling processing plants to book their own requests in. For us, the next step is to extend this to our live stock division, and we'll work with the team to achieve that."

QLIMS

– **Instrument Integrations**

> bioMérieux VIDAS

> bioMérieux TEMPO

> FOSS NIRS

– **Optional Modules**

> Customer Portal

> Site Manager

> Flock & Vaccine Management

Final thoughts?

Were the team surprised at what OnQ's QLIMS system was able to do? According to Curle, "I'm pleased it can do what we want it to do. While it sounds odd to say that there's been nothing that surprised me, that's because in reality, everything can be done. That's the really great thing – it's that flexible."