

GRAEBEL PUT TO TEST TO MOVE LABS

IN 7 DAYS, NEW MEXICO SCIENTIFIC LABORATORIES MOVES TO STATE-OF-THE-ART FACILITY

CASE STUDY

Graebel sourced and managed a multi-vendor team when three agencies relocated from the University of New Mexico campus to the newly-constructed \$86 million New Mexico Scientific Laboratories (NMSL). The New Mexico Department of Health Scientific Laboratory Division, Office of the Medical Investigator, and Veterinary Diagnostic Services moved to a state-of-the-art facility. The multi-level structure provides each agency with its own unparalleled space for analytical services and testing.

THE CUSTOMER

New Mexico Scientific Laboratories agencies:

- » Department of Health Scientific Laboratory Division – the sole public health, environmental and drug testing agency for New Mexico performs over 350,000 each year
- » Office of the Medical Investigator – the statewide centralized medical examiner
- » Department of Agriculture Veterinary Diagnostic Services – analyzes animal specimens from veterinarians and the livestock industry to identify diseases or cause of death

PROJECT SCOPE

Relocate within seven days three agencies' labs to a new 196,000 S.F. facility in Albuquerque. Each agency performs time-sensitive and complex services, therefore precise planning and execution demanded collaboration among 21 suppliers to relocate highly-specialized equipment valued at more than \$25 million.

Movement of 10,000-plus catalogued items dictated creation of a move-specific guide and a chain of custody process and management for all evidentiary transport.

PROJECT GOALS

Seamless collaboration between Graebel and its 21 qualified third parties to complete the entire move with no more than one day out of service and mandatory strict compliance with five separate certifying organizations' regulations.

WHY GRAEBEL

Staff at the three agencies found Graebel to be the singular provider with the experience to handle the relocations. Graebel's extensive laboratory relocation experience, flexibility to handle ad hoc requests and proven ability to source and work together with specialty providers proved invaluable.



Photos courtesy of Patrick Coullie Photography Inc. (www.patrickcoullie.com)

THE CHALLENGE

Consolidate and move items from three agencies, which include fifteen laboratories, as well as autopsy and necropsy suites, to the new mixed-use five-story facility in one week. In addition to office contents, the complex move included glassware, preserved tissue samples, hazardous

chemicals, historic evidentiary files and sensitive equipment valued at millions of dollars. Because test requests arrive daily, all labs would need to be operational in an extremely short timeframe.

(See reverse for results)

“Given the complexity of issues and the numerous requirements imposed by five external certifying bodies – we all approached the move with trepidation. However, from the very first meeting, Graebel gave us confidence in their abilities. Graebel followed a methodical and thorough planning process to tackle the challenge, and as new issues arose, prior experience allowed them to pose solutions not yet considered by our staff.”

– David Mills, Ph.D., director, Scientific Laboratory Division, New Mexico Department of Health

THE SOLUTION

Graebel collaborated and partnered with a transition planner, medical equipment planning specialist and a HazMat carrier to move chemicals, the refrigerators and freezers and their contents. Together with key lab personnel from each agency, everyone participated in weekly conference calls to design a seamless transition plan.

According to the director of the Scientific Laboratory Division, Dr. Mills, “I was impressed by the coordination and overall interaction. During the move, our staff would have been hard pressed to say who worked for which company. Each approached an issue with the appropriate point of resolution. I was also impressed by Graebel’s coordination of the equipment vendors brought in to disassemble, pack and re-assemble our analytical instrumentation. The move of our many gas chromatograph-mass spectrometers was our biggest worry. They were moved quickly and without mishap.”

The Office of the Medical Investigator’s historical files and legal evidence specifically required a stringent chain of custody process. Each item was individually catalogued, locked and tied to identification, and escorted to a dedicated truck. At the new facility, an agency representative met the team as contents were unloaded and verified. The chain of custody documents were signed and copied for appropriate recordkeeping.

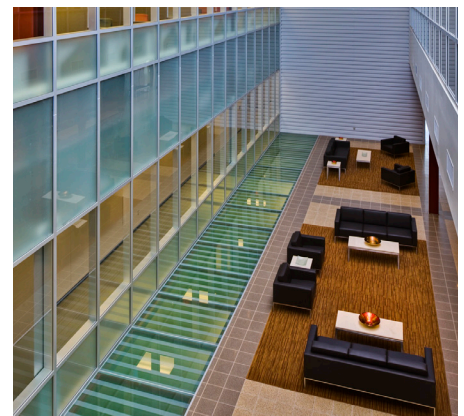


THE RESULTS

The relocation of the agencies was successfully completed within the one week timeframe. In fact, only one mishap took place. One glass pipette, valued at \$10, was broken.

“I was impressed with the coordination, communication, and expertise of Graebel. The move went smoother than any of us could have imagined and the experience was entirely satisfying. The down time of our various laboratories during the actual move was almost one third of what I anticipated,” stated Dr. Mills.

R. Flint Taylor, DVM, MS, Veterinary Diagnostics Services, concurred, “Graebel obviously is a highly professional organization and your conduct of this move lived up to those standards. We would unequivocally recommend your company for a similar project.”



Amy S. Boulé, director of operations within the Office of the Medical Investigator shared, “With Graebel’s leadership, we achieved a nearly transparent and uneventful move of hundreds of thousands of specimens, slides and samples. Our specific agency achieved its goal of being out of service for only one day.”

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