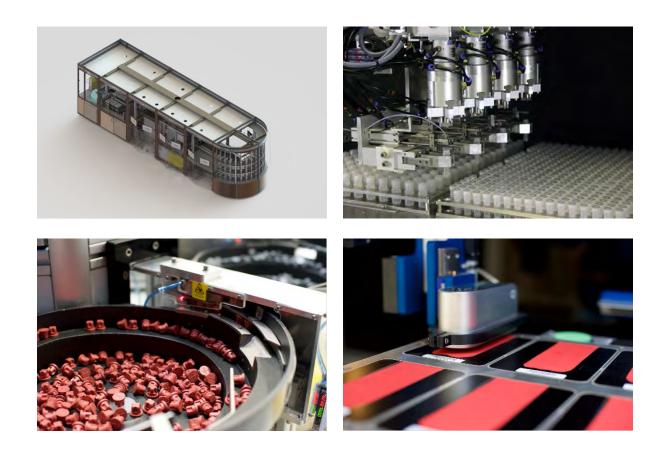
How to do HTE right

Ian Riley

Summary



## LABMAN

#### How to do HTE right

- Introduction to Labman
- What does good HTE look like?
- Why do HTE projects fail?
- Traditional focus of HTE projects
- Getting the specification right
- Future proofing
- Conclusions

## **Company Overview**

- Specialists in Custom Lab Automation
- 80 employees in North Yorkshire, UK.

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- 35 years experience
- Family-owned business
- Across multiple industry sectors
- Customers worldwide

## Labman introduction









## LABMAN

#### Overview

Custom laboratory automation Instrument development Laboratory products Software projects and services Innovation

## Lab Automation Landscape

#### Pros

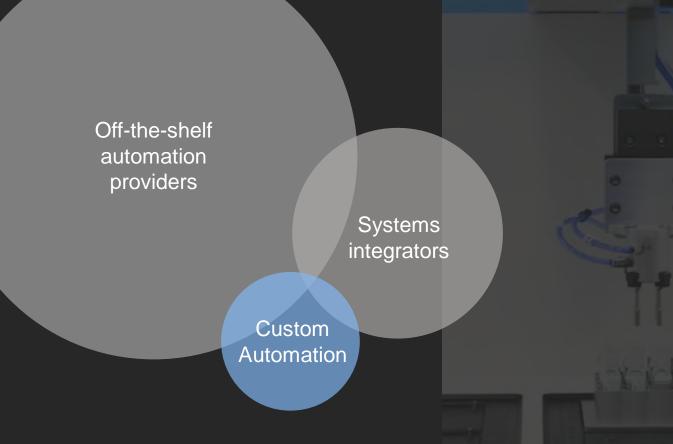
- Full flexibility
- Any consumables
- Your process
- Turn-key solution
- Innovative

#### Cons

- Project time
- Customer investment
- No 'try-before-you-buy'

#### Misconceptions

- Expensive
- Unreliable



## Multi-disciplinary Engineering. In House.

#### Electrical

- In house electrical and electronic engineers
- Electrical systems design
- Compliance with all relevant EU directives
- Safety Risk assessment as per EN ISO 12100
- Flexible component selection

#### Mechanical

- In house mechanical design engineers
- Fully equipped CNC tool room
- Stainless steel fabrication
- FDM 3D printer
- Inspection and measurement area

#### Software

- In house software development team
- Development in any .NET technologies
- Industry standard coding conventions
- Secure versioning and storage system



## Comprehensive Support.



#### **Project Management**

- Technical, automation project managers
- Project manager average of 12 years of automation experience
- Projects managed following GAMP guidelines
- Comprehensive project management and QA system.
- Frequent project reports and updates

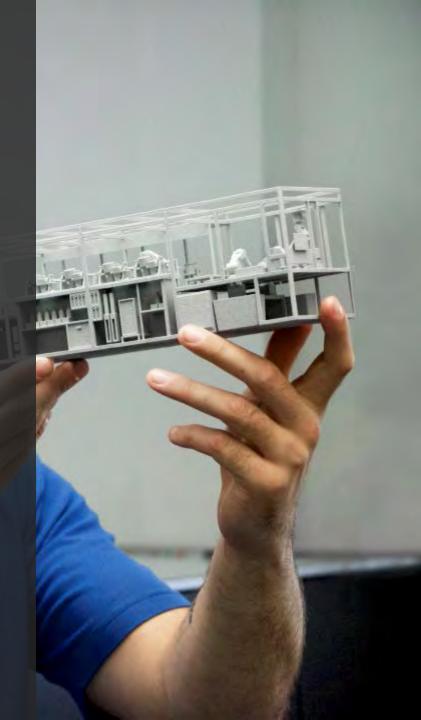
#### Support

- Dedicated European support engineer
- Contracted US support
- Remote phone and software support
- Minimum response time contracts available
- Open technical drawings and source code

#### Laboratory Testing



- In house laboratory
- Safe materials testing and chemical storage
- Used primarily for feasibility testing





## **Extensive Experience**

#### Preparation Systems

- Sample purification
- Weighing
- HPLC Preparation
- Sample dilution
- Reformatting
- Biofuels research
- Plant Grinding

#### Formulation & Design

- Powder feeding
- Liquid/Viscous liquids dispensing
- Homogenisation, centrifuging, mixing
- Film application
- Process miniturisation
- pH adjustment
- Viscosity adjustment
- Data management and sample tracking

#### Full Laboratory Process Automation

• Vitens Automated Water Laboratory (Leeuwarden, Netherlands)

#### Analytical Testing & QC

#### Instrument Integration

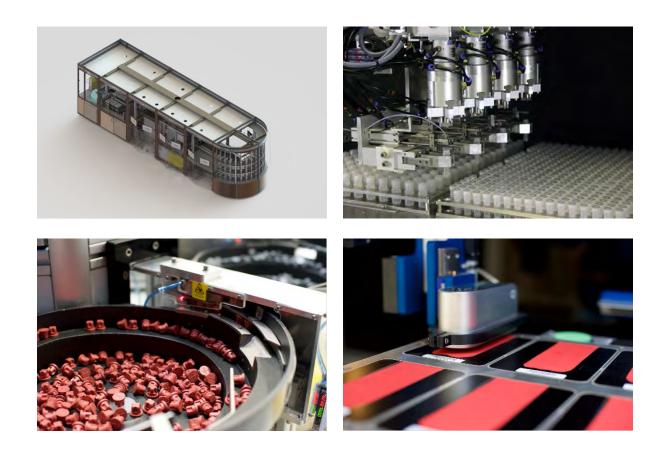
- Force/Strain gauge integration, compression, tension, roughness testing
- Rheometry, spectrophotometry (wet and dry), profilometry, RI, conductivity, gloss, film thickness
- Moisture content, moisture uptake
- Solar cell characterisation
- Water analysis: BOD, COD, pH, colour, UV, turbidity, UREA, ICP, legionella
- Sample stability studies

#### Instrument Development

- Abrasion testing
- Filtration
- Precipitate detection
- Controlled shear
- Image analysis



Summary



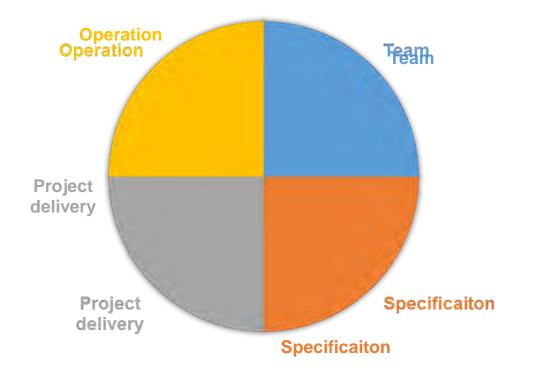
## LABMAN

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## What does good HTE look like?

- 1. Meets or exceeds the business case
- 2. Is sponsored by engaged stakeholders
- 3. Works in conjunction with an engaged team
- 4. Remains applicable to the business goals



## Why do HTE projects fail?

#### Most common reasons for failure

- 1. Specification is not correct (machine does not work or does not properly meet business case)
- 2. The needs of the business change and the HTE system cannot adapt
- 3. The team is not maintained
- 4. Data or software system become obsolete

These failure modes confirm that specification and the team are the most important aspects when avoiding failure.

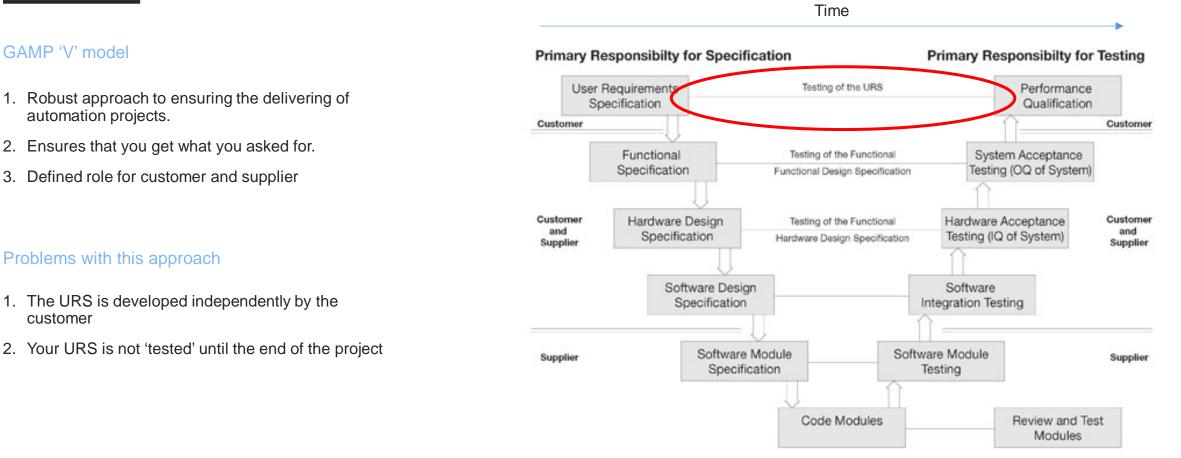
# Project delivery

LABMAN

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## The traditional model for project delivery





An approach is needed to improve the quality of the URS and to 'test' it early – 'fail quickly'

## How can we specify better?







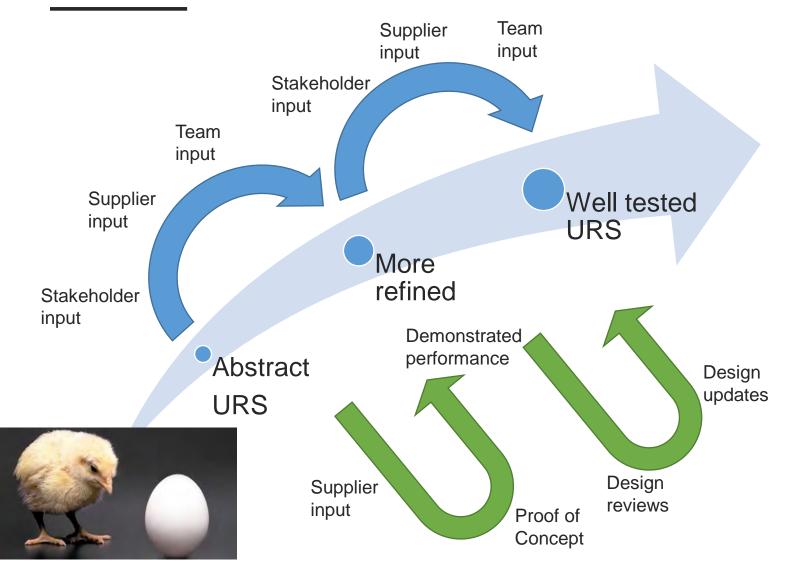


#### Better specification of projects

- Collaboration
  - Customers have engineering and technology knowledge gaps
  - Suppliers have process, user and workflow knowledge gaps
- Engagement with users and stakeholders to 'test' the URS
- Risk assessed 'agile' approach
- Make informed statements



## Iterative collaborative specification and design



#### **Collaborative model**

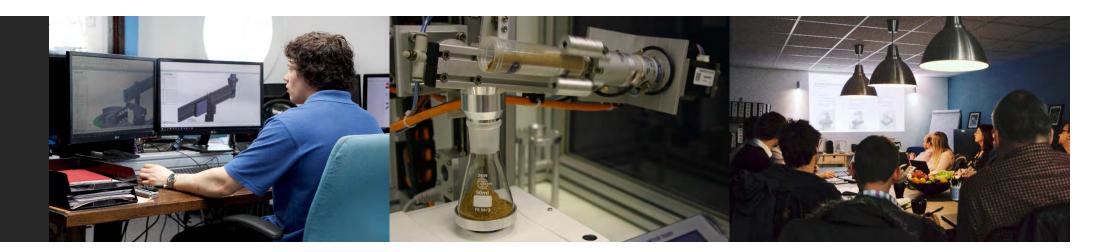
- Suppliers, stakeholders and team are engaged
- · Concepts are tested and demonstrated
- Minimal risk carried into project delivery phase
- 'Agile' approach
  - Abstract to start with
  - Focus and effort is only where it is needed
  - Suppliers and stakeholders identify the holes
- Challenge assumptions
- Input for multiple stakeholders is key
  - User groups
  - Decision makers
  - Data recipients
  - Building services
  - Safety and compliance
  - IT and support services
  - Purchasing

## Risk based approach (specification and design)

#### Risk assessment used to guide detail in the URS

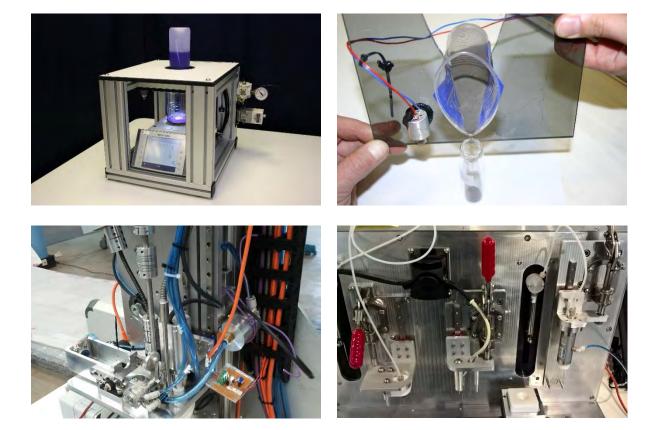
The risk of this 'agile' approach is that specifications are missed. This is mitigated by:

- Broad engagement of stakeholders and suppliers
- Risk assessment highlights:
  - Technology gaps Proof of concept
  - Knowledge gaps Stakeholder engagement
  - Performance gaps Stakeholder engagement



## Proof of concept studies





#### What makes a good proof of concept study?

- Targeted (from risk assessment)
  - Addresses specific technology or performance gaps
- Just engineered enough
  - Only dedicate effort where needed
  - Focus on the targeted goal
- Robust
  - Experimental design is useful
  - Sample extremes and median
  - Engage with stakeholders
  - Objective performance assessment
- Well reported
  - Test methodology and test conditions essential
  - Testing observations important
- Challenge the strategy and be critical
  - Risk assessment is useful here
  - The entire project hinges on this get it right!

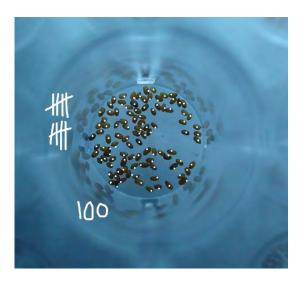


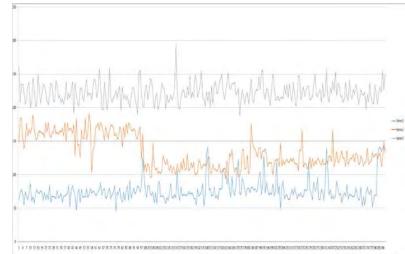
## Proof of concept work in practice

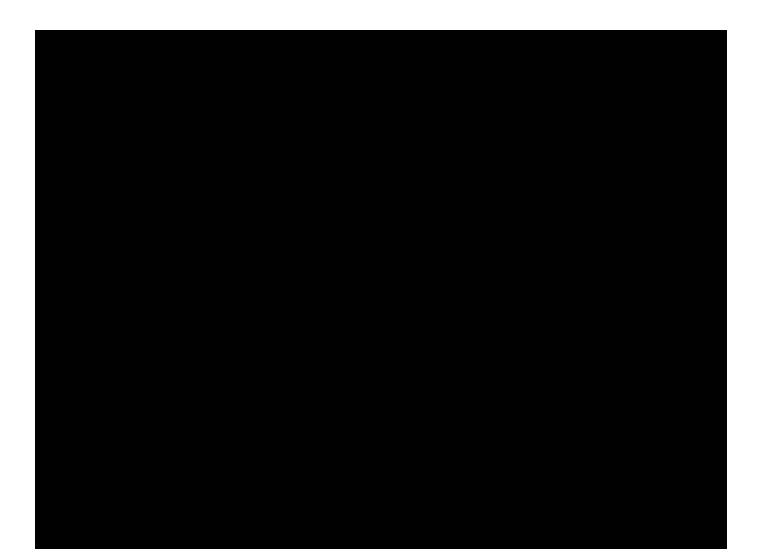




## Proof of concept work in practice







## Why do HTE projects fail?

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# Project delivery

### LABMAN



## How to improve future proofing



#### General trend to more flexible more collaborative systems

- Traditionally HTFS systems were monolithic and relatively fixed in terms of process
- Modular systems are now preferred
  - Exchangeable processing modules
  - Re-configurable workspace
  - More flexible hardware
- · Collaborative work allows users to add flexibility

#### How to stay flexible?

- Transparency in design:
  - Open drawings
  - Open process software
- Skills in the team
  - Software
  - Engineering
- Continual improvement programme

## Adopting Industry 4.0







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#### Laboratory 4.0

- System Performance is visible teams and stakeholders are engaged
- Failures can be predicted and prevented
- Data is available for process optimisation
  - Investment can be justified more easily
  - Teams remain engaged through improvement projects

## LABMAN



## Conclusions

Getting HTE right relies on much more than managing a good project:

- Building a team with the right skill sets (Innovative, Software skills, Engineering skills)
- Invest in getting the specification right
  - 'Agile' approach
  - Use Proof of Concept studies where necessary
  - Engage all stakeholders
  - Be critical and objective
- Plan for flexibility
  - Design with flexibility in mind
  - Modularity is a good way to add flexibility
  - Be prepared to make changes (the team is important here)
- Keep the team engaged
  - Adopt industry 4.0 ideas
  - Develop a continual improvement strategy

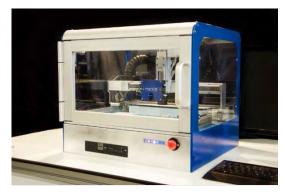


























## Get in touch.

LABMAN

Whatever your requirements or application, Labman has the abilities and experience to meet your automation needs.

See a sample of the systems Labman has designed and manufactured at:

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