



## CASE STUDY

# Faster Response Time Highlights Excellent Customer Service

Certified Laboratories Replied to Inquires 1-2 Days Sooner Than Other Labs

A large Midwestern manufacturer of food and beverage products faced several challenges to producing safe, high-quality products. They operate multiple lines that manufacture several products, which requires thousands of microbiology and chemistry tests annually to support their food safety programs.

Some customer agreements require holding products until in-process testing is complete to verify safety and quality. However, holding products while waiting for laboratory test results affects revenue and can strain customer and vendor relationships. The manufacturer also requires fast, accurate swab testing for its environmental monitoring program.

Certified Laboratories, A Certified Group Company, delivered on turnaround time and accuracy, helping the manufacturer get results quickly so product can be safely released for distribution and sale.

In one case, responsive service was vital to helping the manufacturer receive results for several important tests on short notice, even after more rounds of testing were requested during the project. The laboratory delivered the results within the required timeframe and provided the level of service the manufacturer needed to meet the challenge and continue producing products safely and up to customer standards.

### CHALLENGE

Conduct several laboratory tests on short notice.

### DIFFICULTIES

Additional tests needed during the timeframe, adding to the challenge.

### SOLUTION

Certified Laboratories provided fast, accurate results with responsive service.

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