

Lab & production services

Success story

Cell bank management

SCIENTISTS, NO LONGER TASKED WITH CELL BANK, GAIN TIME FOR RESEARCH

PROBLEM

The pace of research is accelerating. New aggressive discovery timelines mean that scientists face increasing pressure to deliver results quickly.

As part of continuous innovation efforts, a team at one of Avantor Services large pharmaceutical customers recently identified cell bank management as a significant opportunity to improve support and accelerate research.

An internal company assessment found that numerous researchers were spending significant time managing a variety of cell lines. The team recognized that its self-service cell banking process was inconsistent, which led to delayed experiments for project teams.

SOLUTION

Avantor Services area manager, trained in Lean Six Sigma methodology, partnered with the scientific stakeholders to identify and understand their requirements. A standard operating procedure was designed, including quality checks to ensure the process would exceed researcher expectations. A well-qualified BS level scientist was recruited by Avantor Services to operate the newly defined process, and a senior scientist from the customer's cell biology function was identified to serve as the Avantor Services associate's scientific advisor.

"We identified an opportunity to raise the bar of technical bench support, thereby removing this type of work from scientists and enabling them to focus on the discovery of new medicines. We worked with Avantor Services on a solution. This has proven to be hugely successful."

-The Pharmaceutical Company's Laboratory Services Manager

The cell bank management scope of work includes:

- Maintain and monitor on-line cryo-preserved cell line request system
- Deliver cryo-preserved cells to researchers according to schedule
- Maintain cryo-storage dewars
- Perform cell line maintenance
- Prep and ship cell aliquots to off-site locations
- Manage all quality assurance checks and quality data
- Thaw, expand, and freeze-down cell lines
- Maintain inventory of original, primary, secondary, backup, and archive stocks
- Maintain log books and detailed cell bank records
- Assist researchers with setup of routine cell-based assays
- Cross-train to provide support across cell-biology functional areas



RESULT

Today, Avantor Services is supporting all of the cell bank needs of more than 100 researchers. Consistent and reliable quality has been delivered and is monitored through customer feedback and process metrics. Scientific mentorship allows our associates to grow professionally and take on increasingly more challenging scientific work, and the cell bank program now includes assisting researchers with routine cell-based assay setup.

"Avantor Services associates quickly displayed proficiency to handle the more basic aspects of the job and are now involved in the more advanced technical aspects of the cell bank, like passaging cells, banking, and growth curves."

-The Pharmaceutical Company's Principal Scientist of Innovative Medicines

Researcher time recovered	Equal to approximately 1 FTE*
Number of bank requests processed	30 – 40 per week
Number of cell lines maintained	11+

*Full-time employee.

Are your scientific resources being wasted on non-research activities?

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