



# Reduce time to result and increase objectivity with TEMPO®

“ TEMPO, a forward-looking choice for the lab ”



Ms Cornu, Häagen Dazs  
microbiology laboratory manager

## Feedback from Sophie CORNU, Häagen Dazs® laboratory manager, Tilloy (northern France) production site:

Häagen-Dazs, the ice-cream, ice-cream bar and sorbet brand was created in the United States in 1961. The Tilloy-lès-Mofflaines production site, near Arras (northern France), was chosen in 1992 for the local expertise and the availability of high-quality milk and other source materials.

80% of the plant's production is exported to 84 different countries. Häagen Dazs has therefore always invested heavily in its production plant to make sure that flawless product quality will meet its customers' expectations and the most stringent regulatory standards.

## As the manager of the laboratory, how do you see its role within the company?

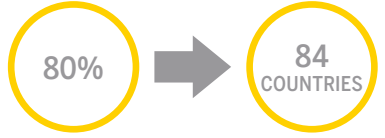
The laboratory is an essential partner in the production process. It contributes to the overall quality improvement objective through automation, which delivers time-to-result gains, improves working conditions and leverages the added value of our workforce.

Our investments have to achieve better data traceability and connectivity, to consolidate our future development. Finally, I believe the lab should help showcase the company's image.

## What were the immediate gains of implementing TEMPO?

The system's simple, robust implementation means we were able to immediately deliver a compliance procedure adapted to our clients' Quality specs.

Delivering total viable counts with TEMPO is more cost-effective than with our traditional method implemented in compliance with industry quality standards. We have managed to optimize our flows by reducing many of the stages such as subjective readings and transcribing the results.



“ Thanks to TEMPO, we have increased our productivity by 30%. Our lab can simply no longer work without TEMPO! ”

Testimonial from Häagen-Dazs

## Key dates

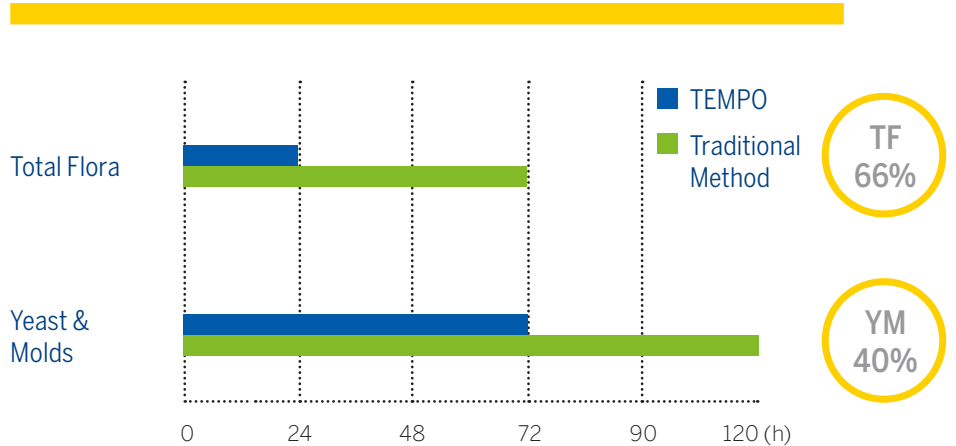
- 2003 Ms Cornu appointed to the laboratory
- 2004 Implementation of the first automatic systems: a DILUMAT® to guarantee first stage analysis security
- 2005 Adoption of the DILUBAG®, reducing MSDs\* and enabling standardization: VIDAS® solution chosen for pathogens
- 2006 Implementation of the first CHEMUNEX® system (BACTIFLOW® ALS) in order to automate and speed up production batch release decision making
- 2013 Acquisition of two DILUMAT® Expert and VIDAS 30 systems and implementation of the TEMPO method to meet the lab's new current and future needs
- 2016 DILUMAT and TEMPO systems interfaced with the LIMS Labware (MSDs\* Musculo-skeletal Disorders)

## Why did you opt for the TEMPO® solution?

We were using another method that was not producing the results we needed in terms of standardization and automation, including final readings.

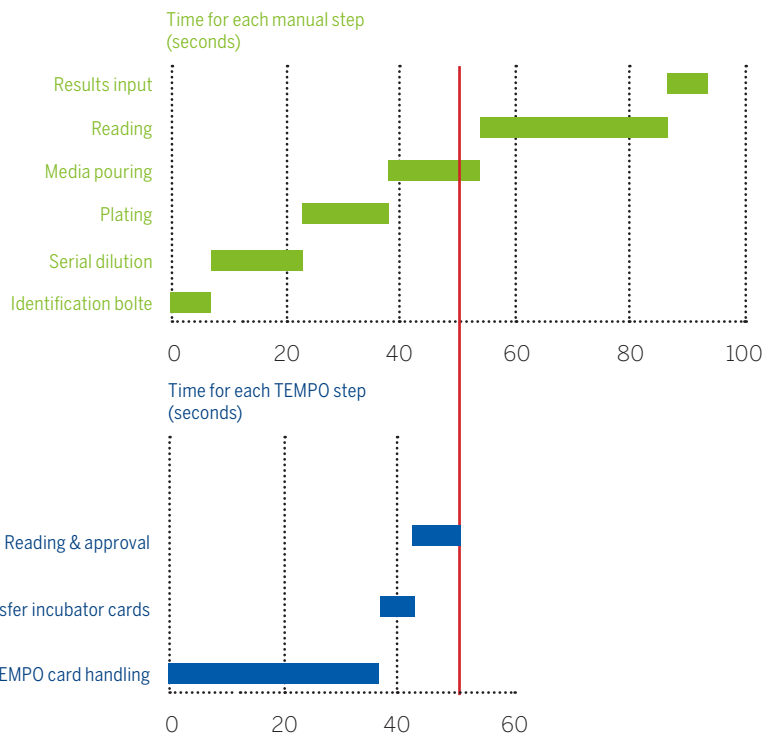
TEMPO produced significant time-to-result savings by delivering total counts within 24 hours and yeasts/molds in 72 hours. This had a significant impact on laboratory organization, delivering accurate and secure counts.

### TIME-TO-RESULTS GAINS: TEMPO VS. TRADITIONAL METHOD



## Have there been other gains since implementation?

Yes, in particular our ability to respond to subsequent changes in laboratory organization. We have also noted a 30% increase in analytical productivity like-for-like. **45% Time savings on mandatory analysis stages**



## What is your final take on TEMPO?

“ This method definitely meets all our expectations in terms of flexibility, productivity, data traceability and connectivity: it would just be impossible to do without! ”

