

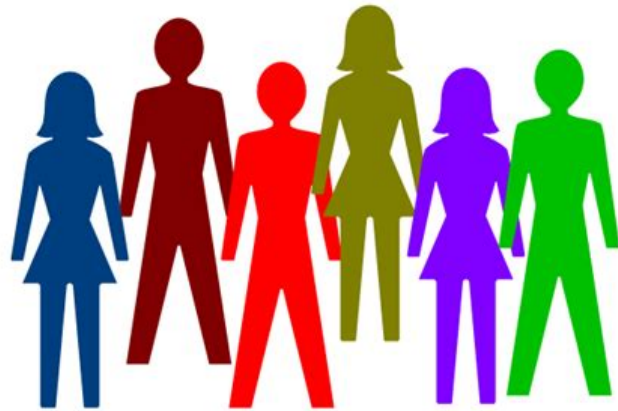
High Performance Lab Essentials

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What is your best asset for a high performance lab?

PEOPLE!!!



How do you hire or become that person?

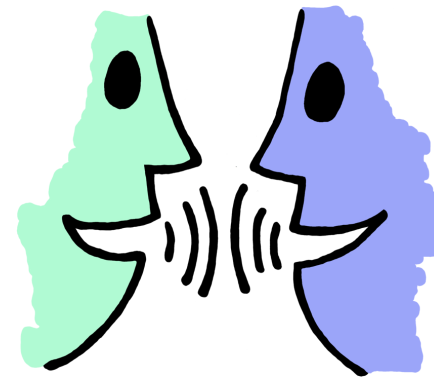
- ▶ Want the job? Prepare for it!
- ▶ Show Interest in the job
- ▶ Science background
- ▶ Look for people that bring something new to your lab - run your advanced equipment, computer skills, mechanical skills, writing skills, skills that you may want in the future



How to get the lab working at its best

▶ Communication

- ▶ Analyst to analyst
- ▶ Lab to management
- ▶ Lab to operations
- ▶ Praise those who are doing a good job
- ▶ Correct mistakes immediately



▶ Customer service

- ▶ Give yourself enough time to do the job well
- ▶ Do not promise things that you cannot deliver

How to get the lab working at its best

▶ Work flow

- ▶ Schedule tests

▶ Training

- ▶ Good & thorough ... different people learn differently
- ▶ Training Procedure
- ▶ Good Laboratory Practices
- ▶ SOP... up to date and applicable to your testing procedures
- ▶ Written lab safety rules
- ▶ Take Lab Analyst Test
- ▶ Take Operator's test, if possible

Do you have what you need to succeed?

- ▶ Equipment
 - ▶ In working order
 - ▶ Maintenance agreements in place, if necessary
 - ▶ Schedule to replace outdated or dying equipment
- ▶ General & consumable supplies
 - ▶ Order supplies before they run out



Do you have a good work environment?

- ▶ Clean working environment yields better results
- ▶ Working fume hoods
- ▶ Safe working environment
 - ▶ PPE
 - ▶ Fire extinguishers
 - ▶ Showers & eyewash stations
 - ▶ Proper way to dispose of all chemicals



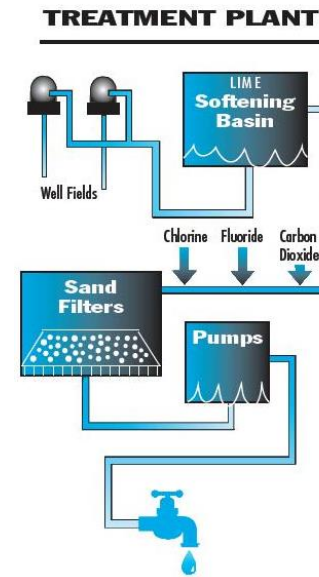
Is your lab a good place to work?

- ▶ Do you have people who are team players? Will you all get the job done...together?
- ▶ Analysts... learn your job well.
- ▶ Trust the analysts to do a good job.....and they will.



Need extra help? Hire an intern

- ▶ Get interns involved in testing - depends on their skill and interest level
 - ▶ Explain tests even if they cannot run them
 - ▶ Show them how entire plant works



Dayton WR Innovations

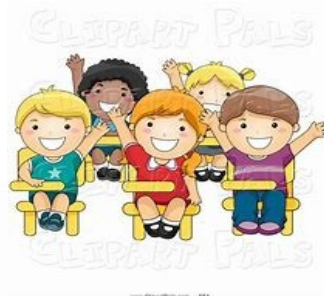
- ▶ Cross train everyone!
 - ▶ 3 month rotation - 1 to relearn, 1 to do, 1 to get tired of the tests
- ▶ Method talks
- ▶ Safety talks
- ▶ Lab Meetings



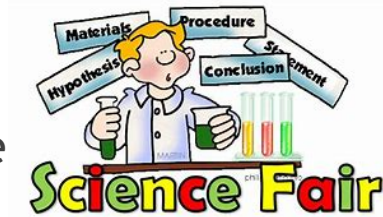
Think outside the job

- ▶ Attending meetings to improve your skills - LAC, vendors, EPA, OTCO, OWEA, AWWA

- ▶ Give talks at schools



- ▶ Judge science fairs - any age



- ▶ Waterway clean-ups



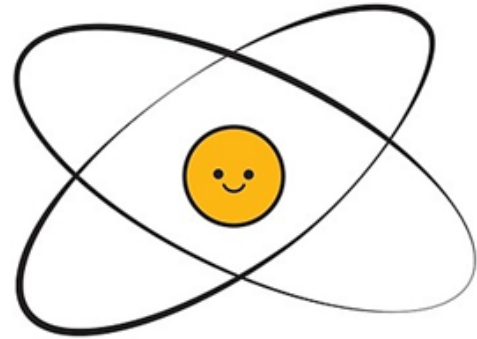
- ▶ Join committee - OWEA or AWWA

- ▶ Talk about what you do - if you are interested in it, others will be too

Conclusion

- ▶ These are ideas that I have implemented or seen successfully implemented other places. There are always other - innovative - ideas out there to improve the laboratory efficiency and general working conditions.
- ▶ What are yours?
- ▶ Do you have any questions for me?

THINK LIKE
A PROTON



ALWAYS
POSITIVE