



Customer Spotlight: Energy



Sample Master® allows National Grid to increase efficiency and improve customer satisfaction.

The company needed a solution that was flexible and integrated with their existing enterprise software.

Company Profile

National Grid's focus is to offer a wide range of energy-related products and services for homes and businesses, improve the quality of life for people in local communities through educational and cultural programs, and to become the premier energy and services company in the northeastern United States. A member of the S&P 500, National Grid is the largest distributor of natural gas in the northeast with 2.4 million gas customers and more than 13,000 employees in the New York metropolitan, Massachusetts, and New Hampshire markets. National Grid is also the largest investor-owned electric generator in New York state, operating Long Island's electric system while serving its 1.1 million electric customers, and the Ravenswood electric generating station in New York City. The National Grid family also has strategic investments in natural-gas exploration, production, pipeline transportation, distribution and storage, Canadian gas-processing and fiber-optic cable.

Their Challenge

National Grid's internal laboratory performs a large array of internal analytical tests including waste oil analysis, disposal testing of hazardous waste, gas leak investigation, and natural gas quality analysis. A major focus of National Grid is continuous process improvement which means looking for ways to decrease cycle time, improve efficiency, and solve problems. The company needed a comprehensive data management system that would be flexible, easy to use, integratable with their enterprise software, and adaptable for their quality system.

Our Solution

Sample Master® Pro LIMS was the solution for National Grid. Process cycle time has decreased, daily efficiency has improved, and resources have been reallocated for other functions. The implementation of Sample Master has helped National Grid achieve their process improvement goals through enhanced efficiency of managing and utilizing analytical laboratory data. There is now a central database to reference and query. Two key existing instruments, the GC and ICP, were integrated with Sample Master Pro, which has eliminated manual data entry and the potential for errors. Barcoding has improved the efficiency of sample movement and tracking throughout the laboratory. In addition, e-signatures and automatic faxing upon sample approval, and the direct importing of results from contract laboratories has shaved days off turnaround time. The addition of Sample Master LIMS' web portal gives National Grid's internal customers access to their results, with approval permissions, on the company's website.

Accelerated Technology Laboratories (ATL), headquartered in West End, NC, provides laboratory automation solutions to a variety of industries from analytical, environmental, food & beverage, water and wastewater, chemical, government, public health, clinical testing, and manufacturing. ATL's LIMS products are installed in over 575 laboratories around the world and supported by a steadfast commitment to excellence in product quality, support, and training. ATL is one of the few LIMS providers that is ISO 9001:2015 certified. For additional information, visit www.atlab.com.

nationalgrid

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The flexibility of Sample Master® Pro LIMS has provided National Grid's Laboratory Services with the mechanisms to significantly reduce turnaround time, increase efficiency, and improve customer satisfaction.”
• Michael Gallinaro, ASQ Certified Quality Engineer, National Grid

