

METRICS

PHARMACEUTICAL



CHALLENGE

DEVELOPMENT OF PHARMACEUTICAL ACTIVITIES IN ITALY



“IN SPITE OF THE ECONOMIC CRISIS IN ITALY, THE PHARMACEUTICAL SECTOR DID NOT EXPERIENCE A SLOWDOWN”, EXPLAINS VINCENZO RATTI, SALES DIRECTOR FOR TRESICAL ITALY.



Trescal decided to increase its presence in this sector that has been historically robust on the peninsula. Abbott for two years, ACS Dobfar, Sanofi Aventis, Fidia Farmaceutici and Istituto De Angeli for one-year periods: the contracts recently signed by Trescal attest to the briskness of the market. In this demanding, rigorous field, in addition to mastering a broad range of skills, most industrial firms need to be able to rely on an extremely flexible partner that can intervene across the country.

Because of these requirements, Trescal is an ideal partner. Its expertise in technical standards ensures the compliance of its measurements with the International System of Units: “Because we have a broad range of accreditations

for physical measurements of temperature, pressure, humidity and mass, we can offer a complete one-stop-shop service to our customers”, says Vincenzo Ratti. Thanks to these competencies, the Group performs on-site services, including the calibration of customer instruments: process calibrators, pressure gauges, data loggers, anemometers, etc.

Since the Lombardy region ranks second in Europe in the pharmaceutical industry, Trescal Italia got started in the industry at the laboratory in Brescia. With the support of Industrial & Methods Direction Trescal Italia can transfer these skills to its 8 sites, especially those in central and southern Italy. This effort goes beyond developing their products and services: “We are currently

PHARMA, A DEMANDING SECTOR



XAVIER BONNIÈRE
PHYSICAL CHEMISTRY
EXPERT, MANAGER
AT RUNGIS LABORATORY

Certain Trescal laboratories have long-standing expertise in the electrical and physical chemistry fields which cover many kinds of measuring instruments needed for process monitoring and control. To respond to changes in the quality requirements of the Good Manufacturing Practice (GMP) and Good Laboratory Practice (GLP) standards, we must bolster our technical references. The Group's current accreditations (pressure, flow, temperature, humidity, mass, etc.) cover the main needs, but projects are being considered to duplicate and expand them to values such as measurements of pH, conductivity and viscosity, for which Trescal US has already been certified by A2LA. In France, Xavier Bonnière and the Industrial & Methods Direction participate regularly in standardisation efforts such as “spectrophotometer calibration” and “connections in difficult situations”. The last point applies in particular to issues arising from “reference materials”.

developing procedures with ACCREDIA (the Italian Accreditation Body) for calibrating on-site environmental chambers”, explained Vincenzo Ratti. “Our Brescia site will be equipped with data loggers that also serve to verify incubators, sterilizers, and particle counters.” This investment in equipment that is targeted towards specific activities will enhance the products and services offered to companies in the industry. “The proof of our success is that our customers renew their contracts at the end of the year”, concluded Vincenzo Ratti.

TOGETHER

20 YEARS OF MUTUAL TRUST



RIK JANSSENS
SALES MANAGER FOR
TRESICAL BENELUX

IN THE BENELUX COUNTRIES, TRESICAL IS BUILDING ON THE SOLID FOUNDATION THAT INTERMES HAS ESTABLISHED IN THE PHARMACEUTICAL INDUSTRY.

Intermes initially worked with customers such as Johnson & Johnson or Pfizer to calibrate their standards and later to perform on-site calibrations. Interimes eventually took over the calibration activities.

At companies specialising in life sciences, Trescal Interimes now works for three departments: Production, R&D and Facility. For the first two categories, the emphasis lies in particular on vacuum, temperature, pressure, humidity and scale calibration. In the Facility department, the emphasis lies more on the control and calibration of PH meters, water conductivity, relative humidity, differential pressure and dew points.

One of the reasons for the continued existence of these partnerships is the ISO17025 accreditation of the Trescal Interimes laboratories for nearly all physical quantities. The trust between Trescal Interimes and its customers is ensured on a daily basis by mutual adherence to a number of shared rules and standards. The customers of Trescal Interimes are monitored by regulatory authorities such as the American Food and Drug Administration to ensure they implement applicable directives. Trescal Interimes technicians have to follow the required customer training regarding the Good Manufacturing Practice (GMP). "It should be noted for example that there are strict guidelines for the personal hygiene and appearance of technicians. Furthermore, the working method is also strictly defined", notes Rik Janssens, Sales Manager at Trescal Interimes in Benelux. "Who did the calibration? Who performed the calibration, when was it performed, following which standards, etc. The raw data must also be kept. Everything must be completely transparent."

In addition to its one-stop shop offer, Trescal Interimes trains its technicians to be as versatile as possible, thereby meeting the need for overall expertise. According to Rik Janssens: "Even during periods of closure or when the production pace is picking up for our customers, we supply technicians who can meet their needs on a timely basis."

1993

First
ISO/CEI 17025
certification

EXPERTISE

A UNIQUE ONE-STOP-SHOP OFFER IN THE PHARMACEUTICAL SECTOR



MORE THAN
€1 MILLION
IN TURN
OVER IN THE
PARISIAN
BASIN

100 K€
invested under
the "Pharma Plan"

7 technicians
&
3 members of the
Industrial & Methods
Direction mobilised



MEETING WITH
ADIL ABAZ, METHODS
ENGINEER, IN CHARGE
OF DEVELOPING
A HIGH-QUALITY
"PHARMA PLAN"

The pharmaceuticals basin, or "PharmaValley", that stretches across the northern half of France is a profitable market: it accounts for 50% of medicine production in France. Trescal markets a single comprehensive offer in this region that is coordinated through its laboratories in Arras, Rungis and Vendôme.

In a highly regulated pharmaceutical sector, Trescal is especially well positioned. "While there is no competitor that can respond to all the requirements of the sector, the Trescal one-stop-shop offer is able to cover calibration needs for a customer's entire fleet of equipment",

explains Adil Abaz. "Trescal has expertise in all the magnitudes and instruments associated with pharmaceuticals, from a simple temperature measuring chain to calibrating a pH-metre, or even checking an HPLC (High-Performance Liquid Chromatography) system. Furthermore, the technical personnel at Trescal are accredited by the UIC (French Chemical Industries Federation) for chemical and biological risks." Adil Abaz elaborates: "Our offer is characterised by comprehensive coverage of the customer's needs with services in the R&D laboratories, on the production lines, at inspection stations, in the testing laboratories and so on, thanks to our expertise in the sector standards and our role providing support and advice." This offer is marketed by the Rungis laboratory with the goal of optimising and disseminating best practices to all teams. Trescal has invested in very effective instruments to reinforce its existing tool set and to launch several simulta-

neous service calls. Recent acquisitions include, for example, a HygroGen humidity generator from Rotronic, differential pressure and low pressure calibrators, ovens and baths for temperature work, etc.

With this offer, Trescal can promise its customers excellent availability and tailor-made assistance. Employing three engineers from the Industrial & Methods Direction, Trescal aids its customers with audits, assists with the implementation of quality standards and establishes comprehensive calibration protocols for them. One of the main independent pharmaceutical laboratories was recently assisted by Trescal in writing its technical and quality procedures. Trescal's Italian teams have already contacted the Rungis lab to request training so they can duplicate the project in Italy and Trescal plans to extend this project to the Lyons region, where there are many pharmaceutical businesses.



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