

# YOUR

Success Is Our Success

Because...We're Better Together

Our **Success**



# life

ISSUE 2 2010

## ALSO IN THIS ISSUE

- Concerning Quality: How We're Targeting Our Improvement Efforts
- China Comes to Beckman Coulter
- Spotlight: Indianapolis, Indiana

As you can see from the cover, the lead story for this issue of *Beckman Coulter Life* is about OurSuccess, your personal talent management system here at Beckman Coulter. You'll read some incredible stories about leaders from around the company who are leading—and getting results—using the OurSuccess system.

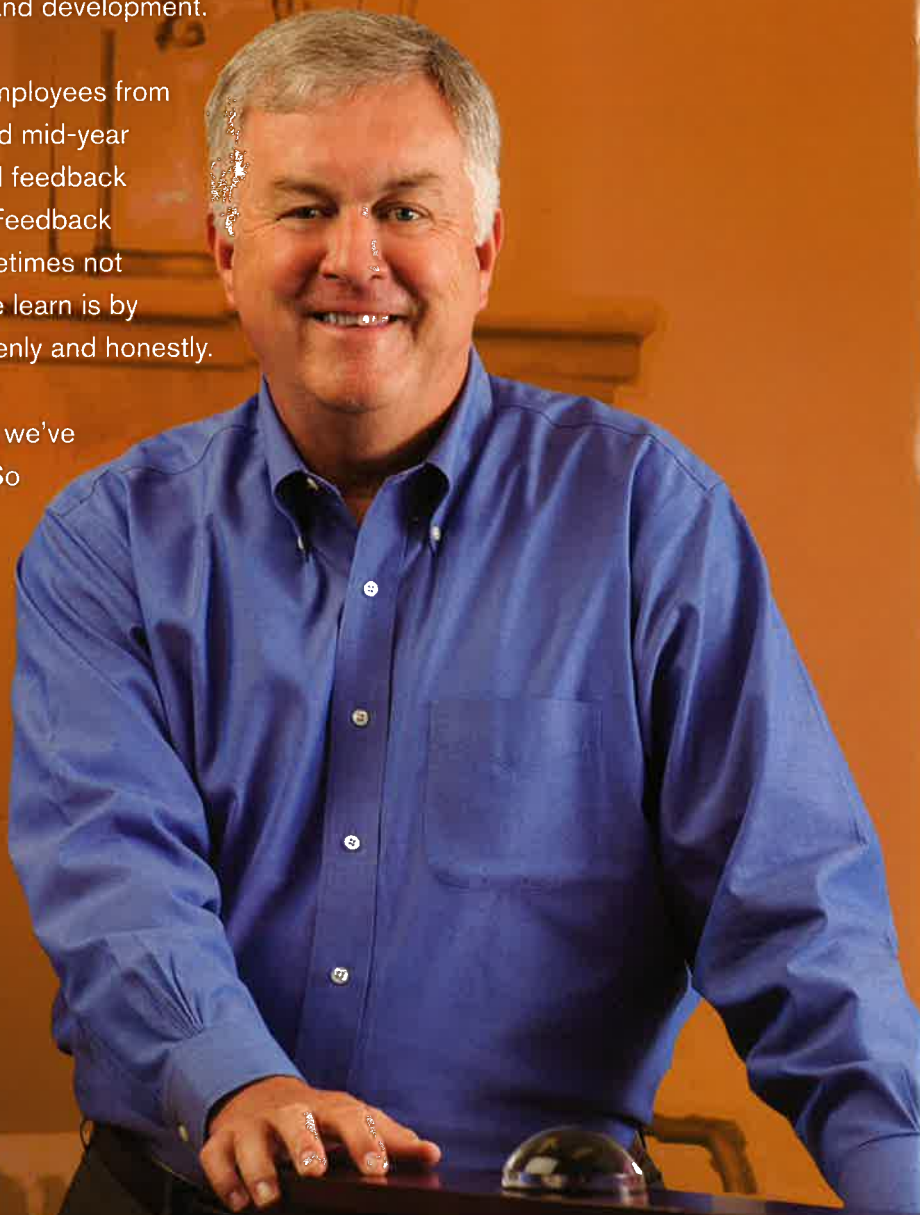
Prior to becoming president and CEO, as senior vice president of Human Resources, we developed the OurSuccess program to enable leaders to have open, honest, two-way discussions with their employees. The suite of online tools in the OurSuccess system enable us to measure performance reviews, goal-setting and development planning in a way that's never been done before. But the real value in the process is in the discussion, not the tools. Almost anyone can type words into an online form; our real objective is to foster continual conversations about results, goals and development.

To date, more than 80 percent of employees from across the company have completed mid-year reviews. If you have not yet received feedback about your performance, ask for it. Feedback is not always easy to give, and sometimes not easy to receive, but the only way we learn is by communicating with each other, openly and honestly.

Let's face it: most of us know when we've been good or bad, right or wrong. So if you are a supervisor, don't be afraid to tell your employees what you think; if you are an employee (which we all are), talk truthfully with your manager. Ask questions. At this time, perhaps more than any other in our company's recent history, we're counting on everyone to speak up and ensure our success.

*Bob Hurley*

**Bob Hurley**  
President and CEO





**Nouveauté !** Visitez "Odyssey" pour lire ces deux articles en français

**Neu!** Besuchen Sie „Odyssey“, wo sie diese beiden Artikel in deutscher Sprache lesen können

**¡Nuevo!** Visite "Odyssey" para leer estos dos artículos en español

**Nuovo!** Visitate "Odyssey" per leggere questi due articoli in italiano

**新作です!** Odysseyのサイトでこの二つの記事を日本語でお読みください

**新!访问**"Odyssey", 阅读这两篇中文文章



## Features

### Your Success Is Our Success

Wouldn't it be great to have the ability to track your goals, work performance and development planning, all from one place? With OurSuccess, the company's new personal talent management system, you can. Read about how different groups around the company are using OurSuccess—successfully.

### Concerning Quality

Learn what we've accomplished in Phase 1 of our Compliance & Quality Systems Improvement (CQSI) initiative, and find out how Phase 2 will help us target our efforts to enhance quality and drive improvements.

### China Comes to Beckman Coulter

To date, the largest group of Chinese visitors—representing our customers, distributors and other VIPs—was hosted at our world headquarters in Brea, California, during this year's Clinical Lab Expo. See photos from the event and find out why this visit is so important.

## Departments

### Life in the lab

#### A Day in the Life of a Med Tech

Take a peek into a typical work day for one of our customer groups—medical technologists—and see just how much they rely on our products and services to help them throughout their day.

### Life around Beckman Coulter

#### Supporting the Scientists of Tomorrow

Sixteen exceptional science students experienced what life is like in a research lab this past summer, thanks to support from the Beckman Coulter Foundation. Hear what two of these promising young scientists of tomorrow thought about this great opportunity.

#### Spotlight: Indianapolis, Indiana

It's been a busy year for our colleagues in Indianapolis. Discover what they've been up to and find out how well they're positioned for major product launches coming up in 2011.

#### Life forum

Readers share their views.

# Your Success Is Our Success

## Because... We're Better Together

Wouldn't it be encouraging to know that, at any time, you have the ability to track the progress of your goals in the workplace and see how you're performing against your objectives? With OurSuccess, you can.

How you are performing in the workplace should never be a surprise. In an engaged organization, every employee should know exactly what is expected of them each year and how they are doing to meet their performance objectives. To help us achieve this level of clarity, we have been rolling out OurSuccess, the personal talent management system and suite of online tools designed to help you manage your career and succeed at Beckman Coulter.

OurSuccess is fundamental to our strategy of building a high performance-driven organization. The system takes us away from the manual, paper-based process that most people only thought about once or twice a year, and moves us toward an automated system that makes performance part of our day-to-day work life. OurSuccess drives ongoing conversations that make performance management more of a purposeful pursuit throughout the year rather than an occasional event.

Among the tools that are part of OurSuccess, Goal Manager lets you track and manage goals—even update them as needed as priorities change throughout the year. OurSuccess also makes the critical link between goal management and performance review, which in turn links to merit adjustments at the end of the cycle.

After a pilot last year, we introduced OurSuccess to our salaried/exempt employees in most geographies around the world. As the rollout continues over the next few years, employees at all levels will be able to benefit from this new system.

Hear from some of our leaders about their experiences and best practices for leveraging OurSuccess to help drive business and people results.

### Improving two-way communication

One of the simplest changes that leaders have been making is to incorporate OurSuccess into their existing conversations with employees, whether it's monthly one-on-one meetings or at staff meetings. The best practice is to revisit goals at least once a month to ensure everyone is staying on target or adjusting as needed throughout the year.

Jim Atkinson, corporate vice president of Commercial Operations Emerging Markets, EMEA, based in Nyon, Switzerland, has used OurSuccess to structure many of his meetings with his geographically dispersed organization. "I have regular one-on-one calls every month with my remotely based direct reports and we start each call by opening the individual's goal plan and discussing each goal one after the other.

This ensures that we focus on the goals we set ourselves and helps to review status on a regular basis. Once we've discussed each goal, we usually find we've covered almost everything we were going to talk about anyway!"



**Jim Atkinson**

Continues Atkinson, "For my direct reports in Nyon that I see on a more regular basis, I've instituted a shortened version of these one-on-ones. OurSuccess acts as a consistent guide to the conversation and ensures we are staying on track and achieving our goals. It keeps the performance management cycle alive and not just goal-setting at the start of the year and a review at the end of the year."

Jeremy Hatt, director of Finance for the Immunoassay and Molecular Diagnostics Business Group, has also found it effective to leverage the system to make ongoing conversations more effective. "OurSuccess has become a regular part of our management and team processes. As our organization is spread across multiple sites, communication can be an issue. Typically when I am having one-on-ones with a team member, we will both access OurSuccess online and discuss progress towards the goals. As a result, our conversations are much more focused and meaningful."

### Using Goal Manager to improve alignment and accountability

Many groups are also using the Goal Manager tool to build alignment and stay accountable for meeting targets. Having a consistent approach across various groups and geographies helps break down silos and gets everyone on the same page.

In Nyon, Caroline Haldemann Gurtler, group manager, Customer Support Administration, Emerging Markets, has been using Goal Manager with her team. "Clear, structured and transparent—the goals-setting process this year has demonstrated our full alignment to the company's global business goals and certainly reinforced accountability and commitment feelings."

Another great example of leveraging Goal Manager to build alignment and create a culture of accountability is the recent success of the DxN team. Under Innovation<sup>DP</sup>—our development and commercialization process—the development team operates under a project contract and they used OurSuccess to enter and track these goals. Humayun Qureshi, vice president, ISDC Molecular Diagnostics, commented, "For the DxN team, the greatest improvement has been the shift from functionally-focused goals to project-focused goals. OurSuccess has made it very transparent for everyone to see what each team member has committed to accomplishing for the year. Top level goals are directly aligned with the program performance metrics. The metrics are tracked on visual project boards on the DxN SharePoint site. Everyone on the project has access to this site and can view progress at all times."



Humayun Qureshi (far left) and the DxN team.

### Link to rewards

A key feature of the OurSuccess system is the important link it helps leaders make between performance and rewards. Goals that are tracked and managed using Goal Manager are then seamlessly fed into the Performance Review process. And, needless to say, nearly everyone is happy to be transitioning away from the paper-based Performance Success process.

Jan Pospisil, managing director, Beckman Coulter Russia, has been transitioning his team from the manual Olympus system. "OurSuccess definitely has better traceability. Everyone understands that it is open to many eyes, so it's taken more seriously than previous performance systems. The direct link between achieving our goals and the performance review process increases accountability and makes the whole process more efficient."

Another best practice comes from Nyon, where many of the employees in the Customer Support Administration group have standard goals. Caroline Haldemann Gurtler noted, "We encourage employees to enter tasks in OurSuccess which are not necessarily part of the standard goals for a Customer Support representative. This offers a good opportunity to recognize extra-mile contributions linked to specific project/task assignments."

### Plans for future enhancements

The rollout of OurSuccess will continue over the next few years. In 2011, the Compensation Module will go live and replace our Lotus Notes database for annual base and variable pay adjustments. Another enhancement in progress is adding multiple language capability. Look for more information about OurSuccess on Odyssey—and how you can use it to drive your personal success at Beckman Coulter. ●

## New Performance Ratings

OurSuccess also ushers in a new performance rating scale. Changes were made based on feedback that the old system didn't translate well globally. These new ratings will apply to all employees whether they are using OurSuccess or a paper-based system.

### Exceptional

- Performance far exceeds goals and performance requirements.
- Employee consistently seeks additional opportunities and responsibilities.
- Employee is viewed as a role model of exceptional performance.

### Exceeds

- Performance frequently exceeds goals and performance requirements.
- Employee willingly accepts and may seek additional opportunities and responsibilities.
- Is viewed as a key resource.

### Successful

- Performance fully meets goals and performance requirements and may occasionally exceed requirements.
- May be viewed as a resource in an area of expertise.
- Overall performance is viewed as strong.

### Inconsistent/Developing

- Performance and goal attainment do not consistently meet requirements.
- Employee is still learning and developing into the position and has not had the opportunity to meet position requirements.

### Unacceptable

- Performance and goal attainment fall far below expectations or do not meet basic requirements and/or behavior is unacceptable.

### Too New to Rate

- This rating may be used as an overall rating for new employees (less than three months) or as an individual goal rating if the employee is new to a job or role.

# Concerning Quality

How we're **targeting** our efforts to enhance quality and drive **improvements**

In the last issue of *Beckman Coulter Life*, we answered a few of your questions about the quality and compliance issues we've been facing this year. Since then, the Compliance & Quality Systems Improvement (CQSI) team specially formed to investigate and address these issues has completed the first phase of the project, or the "as-is" assessment phase (Phase 1).

During Phase 1, the team interviewed nearly 400 employees and many customers, collecting an incredible amount of information. Senior leaders also met with more than 300 customers to listen to their concerns, either one-on-one or in a series of 18 regional forums, held throughout the summer. At the same time, third-party assessments of our product quality issues and key quality system processes were completed, most notably in the areas of risk management, pre-market notification and medical device reporting.

After reviewing all the data gathered from Phase 1, the CQSI team identified a number of quality system processes and business practices that must be improved. These findings are the basis for the remediation phase (Phase 2), currently ongoing. All of the areas identified for remediation measures—in other words, improvement—can be thought of as aligning under three broad categories: **Quality System**, **Product Quality** and **Service Quality**. In addition, the team is looking at our company's overall **Leadership Culture**, or those behaviors inherent to our leaders which can either help or hinder the improved quality-focused culture we wish to establish.

## Quality System

**Clair O'Donovan, Ph.D.**, senior vice president, Quality & Regulatory Affairs, is leading several remediation initiatives under the banner of Quality System improvements. Supported by third-party subject matter expert consultants, seven sub-teams have been formed, each one targeted at developing and implementing changes to a particular quality system process. In addition, an eighth team is dedicated solely to the commitments outlined in our AccuTnl Warning Letter response to customers. The sub-teams' areas of focus will be management controls; product design controls; risk management; the Corrective Action/Preventive Action (CAPA) process; complaint handling; medical device reporting; the Product Corrective Action (PCA) process; and Warning Letter commitments. The CAPA process will be used to address all Quality System remediation activities.

## Product Quality

**Scott Atkin**, CQSI team leader and executive vice president, is heading the part of the team dedicated to the remediation of all product quality issues, which include our products as well as OEM (original equipment manufacturer) supplier products. Here, the goal is to focus on the quality aspects of all our products, including hardware, software and reagents. These activities will be actively managed through the CAPA process. For OEM products, the focus is on ensuring their adherence to our quality system standards and product performance requirements. The group is also charged with identifying and remedying any performance issues associated with our products currently out in the field.

## Service Quality

**Pam Miller**, senior vice president, Supply Chain Management, and **Bob Kleinert**, executive vice president, Worldwide Commercial Operations, are leading the efforts to improve the processes and services that impact customer satisfaction. Members of the Service Quality team are focused on improving overall communications to our customers and all the touch-points we have with them, like billing and invoicing; logistics and distribution; and service response and support.

## Leadership Culture

As senior vice president, Human Resources, **Bob Hurley** started to broadly look at our leadership culture across the company in conjunction with these remediation initiatives. Now serving as interim president and CEO, Bob will continue to focus on our business culture, or "the way we do things" here at Beckman Coulter, as it is fundamental to understanding the human aspect that plays a part in our decision-making.

Addressing all the aspects of business behind our product quality concerns—the people, processes and technology—demonstrates our firm commitment to building a robust and sustainable quality system. Taken together, these efforts are intended to intensify our focus on *patient safety* and ensure *customer satisfaction*. Although customer intimacy and service quality have always been a hallmark of Beckman Coulter, we are bringing significant additional focus and investment in this area to ensure we live up to the standards our customers expect of us. And it goes without saying that concern for patients, aligned with our dedication to improving patient health and reducing the cost of care, is our ultimate mission. ●

For more details about Phase 2 and archives of other CQSI-related articles, please visit the CQSI site on [Odyssey](#).

# China Comes to Beckman Coulter

## VIPs visit our world headquarters in record numbers

Visitors from around the globe flew in to attend Clinical Lab Expo (CLE)—the world's largest clinical laboratory exposition—in Anaheim, California this past July, and stopped by for a VIP tour of our new world headquarters in Brea. Among them were 81 visitors from the People's Republic of China (PRC), representing not only the largest group of visitors from the PRC to date but Beckman Coulter's largest and fastest growing worldwide market segment.

"For some of the visitors, it was their first trip to the United States, and some had visited us before—but all of them were so impressed with the new campus," says Cathy Yang, director of Finance and one of the evening's interpreters for the event. Eleven dealers, 64 customers and six Beckman Coulter employees made up the group from China, joining more than 200 additional visitors and employees from multiple countries. "In China, our revenue growth rate has been more than 30 percent annually, and we were fortunate to have a very large group from the PRC, including many of our dealers and their customers," says Yang.

Beckman Coulter welcomed all its international visitors in style. Former CEO Scott Garrett gave the opening welcome address, joined by Scott Atkin, executive vice president of the Chemistry Systems & Discovery Group and Instrument Systems Development Center, who outlined the evening's agenda. The event included dinner, a tour of the new world headquarters, educational sessions on Beckman Coulter's newest product innovations, and time to visit and meet new people.

"I had the chance to visit Beckman Coulter's headquarters in past years, including exclusive visits for those of us from China who were in the U.S. to attend CLE," says Jianwei Yu, president of Ningbo Health Import & Export Co., Ltd.,



(L-R): Jim Widergren, group VP, Chemistry & Automation Systems, BCI; Jianwei Yu, CEO of Ningbo Health; John Blackwood, VP & GM, Immunoassay, BCI; Ziyu Wang, VP of Ningbo Health.

Beckman Coulter's largest dealer in China. "This year, I was surprised to have the chance to meet with so many customers from all over the world. That was great."

Charlene Windham, senior communications specialist, coordinates all worldwide VIP tours for Beckman Coulter sites in the U.S. and remarked these were the largest group tours she has done since joining the company three years ago. "In all, we scheduled four 30-minute tours that night for all our visitors—the second and third tours had over 100 people apiece! They were absolutely the two largest tours I have ever completed," says Windham.

The tour provided an ideal opportunity for Beckman Coulter to showcase its new LEED (Leadership in Energy and Environmental Design) certified facility, commented Cathy Dougherty, who oversees the Worldwide VIP Customer Relations function, as well as to present company and product information in a comfortable environment.

"The direct, face-to-face communication between Beckman Coulter and its customers is very remarkable," says Yu.

Hurry Qu, director of Business Development and manager of Field Operations for Beckman Coulter Commercial Enterprise (China) Co., Ltd., agreed, noting that the event was important for dealers, customers and Beckman Coulter employees alike. "The event offered a very good communication platform so that we could meet with all the business center representatives and get to know the future plans and long-term strategy of our company," says Qu.

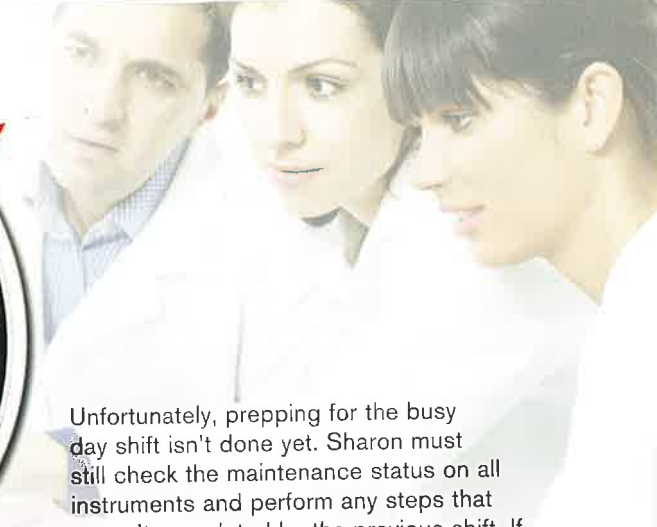
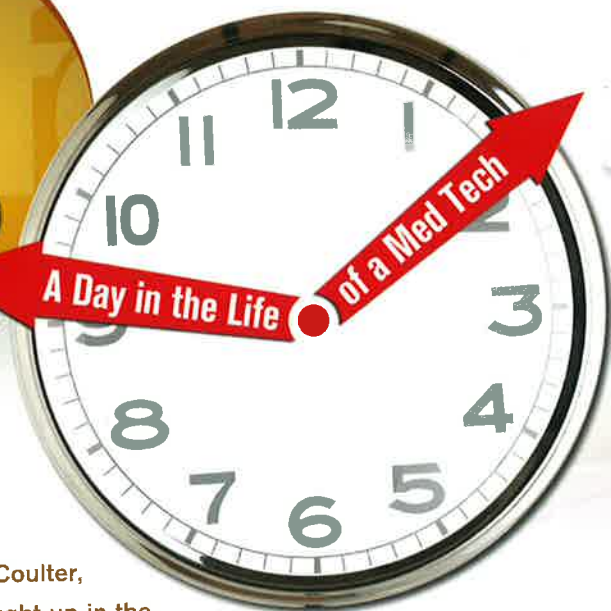
The PRC visitors came from three municipalities and eleven provinces throughout China: Beijing, Chongqing, Hebei, Henan, Inner Mongolia, Jiangsu, Liaoning, Shaanxi, Shandong, Shanghai, Sichuan, Xinjiang, Yunnan and Zhejiang. "With more than 30 years history in China, Beckman Coulter is a very well known IVD company," says Qu. "We have thousands of customers and many contributions to hospital laboratories and patients throughout China."

Events like these allow Beckman Coulter to express our appreciation personally, says Dougherty. "The VIP event is a great venue to meet and thank our customers for their continued commitment to Beckman Coulter."

Last year, our China Diagnostics Team received the Top TEN Customer Satisfied Foreign Investment IVD Corporations Award by Science Times in China. "We strongly feel that Beckman Coulter keeps customer satisfaction as their very top priority," comments Yu. "Good Job!" ●



Bruce Bartholomew, VP & GM, Hematology Business (center) and Dianna Shuang, area manager of North China, BCI (fourth from left), escort VIPs around the manufacturing area in Brea. Guests included clinical laboratory directors from Beijing hospitals and distributors/dealers.



Here at Beckman Coulter, it's easy to get caught up in the everyday demands of our own particular jobs. But have you ever stopped to consider what life looks like for our end-user customers—people who actually work the front lines in a clinical laboratory?

Peeking into a regular work day for one of our customer groups—a medical technologist (now commonly called a clinical laboratory scientist)—may boost your appreciation for these dedicated staff members and shed valuable insight on what they need most from our products.

Let's follow a fictional medical technologist—named Sharon—through a typical day at a 300-bed university hospital lab in California. Sharon's primary responsibilities are in the chemistry department, where she'll run about 500 samples per day, of the lab's average 2,000 samples each day.

#### 6:00 a.m.

Sharon clocks in and immediately starts working. Her first order of business: check in with the graveyard shift med techs, who are anxious to pass the work to her and go home. Sharon receives an update on instrument status, QC, calibrations and reagent levels, as well as any pending tests still awaiting completion. Wisely, Sharon confirms all this information for herself, to ward off any "surprises" during her shift.

Her next priority is finding and running those pending samples. If any test shows a critically high range, it needs to be addressed immediately as it may represent a life-threatening situation. That sample may need to be rerun—possibly even redrawn and rerun—before the results are called to the doctor.

#### 6:30 a.m.

Sharon then checks each instrument's reagent levels, to see if any are low. Finding, unpacking and loading the correct reagents gobbles up another 20 minutes.

**Making Life Easier:** Many Beckman Coulter reagents require no prepping, mixing, or reconstituting. They're always ready for immediate loading, which saves valuable time.

Next, Sharon checks the QC and calibration status and results. If any are out of specification or close to being out of specification, she must prepare the controls and/or calibrators, aliquot them, run them, check the results and troubleshoot any problems, if necessary.

Unfortunately, prepping for the busy day shift isn't done yet. Sharon must still check the maintenance status on all instruments and perform any steps that weren't completed by the previous shift. If she's wise, she also checks and loads bulk reagents and supplies, to make sure she's got enough to complete her workload.

#### 7:00 a.m.

By now, the morning blood samples for about 150 patients have arrived in the lab and have been officially "received" by the Laboratory Information System (LIS). This starts the turnaround time (TAT) "clock" and the lab shifts into high gear.

Laboratory assistants immediately start sorting and centrifuging Stat samples, then deliver them to med techs in each department. In chemistry, Sharon identifies the Stat samples and processes those first, in order to meet the lab's 45-minute TAT requirement.

**Making Life Easier:** Our Power Processor automatically "receives" samples into the LIS system, thus eliminating the need for someone to enter each tube individually.

#### 7:30 a.m.

Meanwhile, all routine samples are sorted by centrifugation need ("spin" vs. "non-spin"). "Non-spin" samples are immediately transferred to the appropriate department for processing. "Spin" samples are centrifuged for 8-10 minutes, then further sorted to their appropriate departments and analyzers.

If only one sample tube was drawn and it needs to be shared between two departments, the lab assistant needs to make an aliquot tube, which enables both tubes to be forwarded to their respective departments simultaneously. Without an aliquot tube, the med tech will need to share the primary tube between instruments.

**Making Life Easier:** The Power Processor and UniCel DxC integrated analyzers help automate processes like sorting and aliquotting.



### 8:00 a.m.

After receiving all her spun chemistry samples, Sharon must visually scan the samples for clots, serum indices and short samples. She then decaps the tubes, places them on instrument-specific racks, loads the instrument and starts the run.

**Making Life Easier:** Our Power Processor system automatically checks for sample clots, serum indices and short samples. It also decaps tubes and loads them into instrument-specific racks, saving time and increasing efficiency. Systems with cap-pierce technology, like our UniCel *i class* integrated systems, also eliminate the de-capping step, which reduces the risk of repetitive motion syndrome.

### 8:30 a.m.

Sharon's starting to panic. She still needs to finish the morning run before physicians start calling for results. As results are done, they're delivered to the LIS, where they need to be validated before final release. Sharon uses her trained eye to review and interpret the results. She looks carefully for Delta checks (comparing the current and previous results), reflex tests (automatically ordering new tests based on the first result) and critical repeats (when extreme high or low values signal that the sample needs to be rerun). In those critical cases, Sharon is expected to call the nurse or doctor to inform them of the status.

### 8:45 a.m.

The phone rings. It's a nurse calling Sharon about a Stat result that's not back yet. Turns out the result was in the LIS, but had been overlooked for validation.

**Making Life Easier:** Autoverification (available on our DL2000 and REMISOL Advance\* systems) decreases the need for med techs to manually validate each result. Results are automatically verified using user-defined rules, which speeds delivery and saves hours of time—especially in high-volume labs.

### 9:00 a.m.

By now, the results for all remaining samples should be done, which completes the morning run. Sharon starts removing sample tubes from instrument racks, and prints a new LIS pending list, just to be sure no tests were missed. She notices two incomplete samples and one that's totally missing. Her next priority: finding and running those samples. Looks like break time will have to wait.

### 9:30 a.m.

On her way, she gets interrupted by a colleague, who's frazzled by a coagulation instrument that's down. He asks for some help with troubleshooting—since he's under pressure to get his tests done by 10 a.m.

### 10:30 a.m.

Unfortunately, troubleshooting took longer than expected—and Sharon still needs to complete three pending samples. Worse yet, the coag samples weren't completed in under four hours, so they need to be redrawn. Finally, Sharon finds the three missing samples, but just received 30 more samples to run.

### 11:00 a.m.

With all the morning testing complete, Sharon's ready for a lunch break. On her way to the cafeteria, the hospital calls a Code Blue, signaling a non-breathing patient in the ER. Protocol demands that one person from every department show up immediately, and Sharon steps in to help.

### 12:45 p.m.

Great news. The Code Blue has been cancelled. The patient was revived and moved to the Cardiac Care Unit. Sharon can now enjoy her lunch, while another (less experienced) medical technologist covers the chemistry area in the lab. Unfortunately while she's gone, the analyzer gets interrupted with error messages, the samples are piling up, the doctors are calling for results and the med tech is a wreck.

### 1:30 p.m.

Cutting her lunch break short, Sharon starts troubleshooting her non-working analyzer. After 30 minutes with no luck, she's hit a roadblock. She decides to call the manufacturer hotline for assistance, while also moving all current samples to the backup instrument.

**Making Life Easier:** Our Customer Call Center hotlines are available 24/7 and can address a wide range of inquiries—often helping to resolve instrument issues by phone. Our PROService remote diagnostic system also can help by facilitating the rapid diagnosis of instrument issues via the Internet. And of course by expertly trained field service personnel are always ready to step in and help on-site, if necessary.

### 2:00 p.m.

With only a half-hour left to her shift, Sharon starts the transition to the evening shift med techs, who are already starting to arrive. She gives an update on the status of the primary instrument, the samples in the backup analyzer and the pending results. She also cleans up any tubes, spills or paperwork in her workspace—so she leaves a clean area behind.

At the end of the day, Sharon is tired—and for good reason. She endured interruptions, unplanned instrument downtime and lots of stress, which is business as usual for the lab. Fortunately, she likes her job. It's exciting, fulfilling and loaded with responsibility. After all, her work in the lab today helped diagnose someone's illness and save a life. She's glad to go home, but she'll be happy to come back tomorrow. ●

*Thanks go to Debbie Tennyson, strategic marketing manager, for all her research and unique insight on this topic.*

## A Few Differences

# Around the Globe

- Patient samples don't always arrive continuously throughout the day. Many European labs, for example, receive batched samples only at specific "peak" times (e.g., 9 a.m. for inpatient samples and 11 a.m. for outpatient samples). Therefore, they're highly interested in high-throughput systems to help them process their large workloads.
- During the night shift, European labs usually process only Stat samples.
- Some medical technologists may work as many as six days a week (with shorter shifts). Others may work fewer days a week (with longer shifts). And in European labs, the workforce is primarily comprised of part-time employees, which makes communication between shifts even more important.
- Most European labs have a higher degree of IT solutions in place, such as data management systems running autoverification. Only exceptional test results get reviewed manually. Depending on the lab, that manual verification must either be done by a lab technician or in some cases, a physician.

# Supporting the Scientists of Tomorrow

## How the Beckman Coulter Foundation is helping young researchers learn their way around a lab

Sixteen promising young scientists experienced life in the lab this past summer through the American Cancer Society's 2010 Youth Science Fellowship Program, sponsored by the Beckman Coulter Foundation and the University of California, Irvine (UCI).

Established in 1991, the program provides high school juniors and seniors with a six-week hands-on lab experience under the supervision of the UCI Cancer Research Institute. With mentors as their guides, students are assigned to projects that help support research benefitting the treatment and/or eradication of cancer and other various diseases.



The group of young scientists visiting our world headquarters in Brea, California.

"The research I was doing is a new area of study by my lab and therefore the results were both unprecedented and unknown," says Alex Tran, a student from Los Alamitos High School in California, who studied the function of the CD40 protein in immunity to *Toxoplasma gondii*, a protozoan parasite that currently infects one third of humans worldwide and can cause severe neurological disease and even death in people with compromised immune systems.

Under the guidance of his mentor, graduate student Michael Chang, Tran conducted his research in the laboratory of Dr. Melissa Lodoen. His research included infecting Human B cells with three strains of *T. gondii* and once infected, staining the B cells with either a control antibody or anti-human CD40. He then used flow cytometry to examine levels of CD40 expressed by infected cells.

"The most surprising thing I found out was the amount of work it takes to run any particular assay or test. I now understand why it takes so long to develop cures and vaccines," says Tran.

Other student lab projects included engineering reagents to bind to specific targets, differentiating stem cells into muscle cells to treat muscular dystrophy, creating an open source of clones for 8 of the 19 known human Wnt genes, and testing the ability of a specific drug at different concentrations to inhibit cancer cell growth on Lewis lung cancer (3LL) and human prostate cancer (DU-145) cell lines.

"In the beginning, my mentor would always give me a list of things that needed to be done at the start of the day, and then I could work off of that," says Megan Messerly, a student from Villa Park High School in California, who worked under graduate student mentor Johnson Tran in the Dr. Naomi Morrissette lab. "I got to decide a lot of what I did and when, though. And as the time went on, Johnson gave me more and more freedom to work on my project and do what I saw needed to be done."

Like Tran, Messerly was assigned to conduct research on *T. gondii*, though her research was on the novel proteins SPM1 and SPM2 found in the parasite. "My work ended up being helpful in furthering Johnson's research in understanding how these proteins relate to the microtubules of the parasite," she says.

More than 100 students—all of whom were recommended by a science teacher—applied for the 2010 program, and the final 16 candidates were selected by a committee comprised of employees and volunteers from Beckman Coulter, the American Cancer Society and UCI. "We seek students who display a sincere interest in cancer research or related science careers," says Dr. Hung Fan, director of the UCI Cancer Research Institute, who has been part of the program since its inception.

This is the fourth year that the Beckman Coulter Foundation has sponsored the Fellowship Program and helped young researchers pursue their future goals. Messerly and Tran both expressed their sincere gratitude. "I would like to thank the Beckman Coulter Foundation for funding such a magnificent program; and I really do hope that they continue to support this program, in order to stimulate the minds of other young scientists," says Tran.

"We are a proud partner in the 2010 American Cancer Society Youth Science Fellowship Program," says Marci Raudez from the Foundation. "To be part of such a unique opportunity for these students who are so brilliant, confident and excited about science is a real honor. As the scientists of tomorrow, we know that each one of this year's participants will go on to achieve great things." ●



Alex and Megan learning their way around the lab at UCI.

around

Beckman  
Coulter

# Indianapolis, Indiana

Known as the Crossroads of America, Indiana's capital city gets its nickname from the multiple major interstate highways that crisscross the state and connect Indiana to the rest of the United States. It is also known as a leader in biotechnology, with the state's governor, Mitch Daniels, actively working to make Indiana the go-to capital for life sciences and advanced manufacturing. According to the state's Economic Development Corporation, Indiana is home to a \$69 billion life sciences industry that adds up to 18 percent of the state's economic output. It also has more manufacturing jobs per capita than any other state.

For these reasons and more, Indianapolis was the ideal place for Beckman Coulter to expand operations over the past few years. Originally the site of SAGIAN, Inc., which was acquired in 1996, Beckman Coulter now occupies 228,000 sq. ft. in two facilities located less than a half mile from each other. The most recent move occurred in June, with the move into the new Discovery Products Center of Excellence site.

Modeled on the open design of Beckman Coulter's new world headquarters in Brea, Indianapolis employees say the new facility matches their collaborative, friendly atmosphere perfectly. "The open environment and the casual gathering spaces are a good fit for how we communicate," says Todd Leak, group manager for Instrument Systems Development Center (ISDC). "Even the lab space is visible from the office space, creating an atmosphere of open collaboration," agrees Garrick Maurer, staff mechanical engineer. "I really enjoy working in the new facility."

## A company melting pot

Over the past few years, the team in Indianapolis has been joined by many employees from other geographies within Beckman Coulter and from outside the company. "We're blessed with a very talented employee base, and we have been hiring a broad cross-section of new employees as well—from advanced manufacturing workers to engineers and other technical and business professionals," says Lori Gabrek, general manager of the Centrifugation product line. "That's part of the appeal of this region—a very diverse, well-qualified workforce."

The mix of tenured and new employees brings a great balance to what everyone agrees has long been a "Can Do" team environment. "We are building a culture that is exciting to say the least. We have been able to hire not only talented people, but people who fit the dynamic culture we are building," says Randy Pawlovich, Strategic Marketing, Ultracentrifuges. "And being an old-timer myself, I believe we bring to the mix some of the traditional values of Beckman Coulter as well as experience and a passion for learning."

Principal Technical Engineer Rick Spencer agrees. "I like having all the new faces around. It is great to hear other stories from other places within Beckman Coulter and other employers," he says. "I would describe the office as a place you feel welcomed."

Tim Bruemmer, vice president of Instrument Systems Development, notes that it is the energy, focus and "get'er done" mentality of the Indianapolis employees that helped them forge ahead through the many changes, relocations and rapid expansion. "People take a lot of pride of ownership in what they do," says Bruemmer, "and it shows."

## Major 2011 product launches

Business activity and product development has been in full swing, despite all the changes, expansion and assimilation, and 2011 will be an impressive year for Beckman Coulter's newest Center of Excellence. "We have five new systems, new rotors, new consumables all launching in 2011," says Gabrek. "Centrifugation, Automation, CE (Capillary Electrophoresis)—every one of these segments will have a new major product that will launch next year."

Echoes Pawlovich: "We're really proud of the new products we'll be launching in the next 12 months. We have several product enhancements and some major releases that will be released to our commercial partners in the next year."

Employees also note they are very excited about Beckman Coulter's investment in their future. "You know that the company feels the contributions of this division are important enough to invest in, and that means a lot," says Gabrek.

Brad Carstens, a staff mechanical engineer in Centrifugation who joined Beckman Coulter in 1989 and came to Indianapolis as part of Beckman Coulter's move from Palo Alto, California, admits that when he first came to Indianapolis it was with some trepidation. "Today, I am pleasantly surprised and encouraged to see a significant

investment in new resources and an increased vision going forward," he says. "I really get a sense that all are working toward common goals and objectives." ●



Some of the Indianapolis team in their new office space.

## What Engages You?

I think it is important for the company to pursue this kind of feedback and equally important that employees see the results of the effort.

—Mike Doody, Indianapolis, IN

I am new to the company and was extremely impressed with a 92% response rate to the Engagement survey. I look forward to hearing more about the results.

—Sandra Daniels, Jersey City, NJ

I liked reading about the company taking an interest in the opinions and concerns of its employees. I hope this will encourage individual departments to look for ways that make their employees feel valued and confident that they are doing a good job. I also hope this builds on the value in teamwork and appreciation between employees.

—Cynthia Fulbright, Orange County, CA

## Concerning Quality

Quality is something all employees should keep in mind as we do our jobs. After all, our products may be used on someone we know, including ourselves, and we want our products to be the safest and the best.

—Camille Coman, Chaska, MN

"Concerning Quality" was a timely addition to the magazine because it gives more information about an issue that's on everyone's mind.

—Lisa Davidson, Carlsbad, CA

## Bottleneck Breakthrough: Crittenton Hospital

Reading about how we positively impact customers always puts the importance of our work into perspective. We are making a difference in our customers' lives.

—Heidi Rose, Chaska, MN

## Mission: Membrane Proteins

Learning about our diverse portfolio of products is an ongoing challenge. Articles like this one are very informative and helpful.

—Warren Testa, New York, NY

The membrane proteins article provided lots of details regarding the relevance of Beckman Coulter life science research equipment in the continuum of medical testing. Benchtop to bedside!

—Stephen Wagner, Jersey City, NJ

## Working Together for Aid to Haiti

This is a great article and reflects Beckman Coulter as the socially responsible company it really is! It makes me proud to be working here.

—Judy Barreto, Mississauga, Ontario, Canada

I am Haitian and I was really thrilled that the topic was discussed. I am glad to see that Beckman Coulter is committed to helping the community.

—Rebecca Babier, Miami/Kendall, FL

## Spotlight: Moscow, Russia

The article provided a different insight on the synergy that occurred with the Olympus acquisition. It was a refreshing point of view.

—Fred Garcia-Cartaya, Miami/Kendall, FL

I enjoy reading articles about our subsidiaries because they broaden my perspective and allow me to not only learn about new markets, but the people and culture as well.

—Tina Song, Brea, CA

It's wonderful to learn that our Beckman Coulter family members can triumph in challenging times. It's encouraging to us even though we're on different sides of the world.

—Patricia Flynn, Brea, CA

## Congratulations to Richard G. Banbery,

regional sales manager  
from our Johannesburg, South Africa  
office, who won the drawing for the  
Kindle 6" 3G Reading Device after  
sending in the Beckman Coulter Life  
reply card. Remember, a drawing is held  
after each issue, so be sure to send us  
your comments to be eligible to win our  
Grand Prize. We always benefit from  
hearing your feedback!

*Beckman Coulter Life* highlights the contributions that Beckman Coulter people, products and customers make to the world around us. Beckman Coulter's business is focused on the chemistry of life. Our products are used to advance scientific research and to aid healthcare professionals in the detection, diagnosis and treatment of disease. Through these articles, we hope to provide insight into our business and our contribution to improving the quality of life.

**Please write!** Do you have comments about something you've read in *Beckman Coulter Life*? Let us know! (We reserve the right to condense letters in the interest of conserving space.)

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