



Welcome



Welcome to our new look newsletter. In this and future issues we aim to share useful customer information that you may not already be aware of. For example, in this issue you are one of the first to find out about an exciting new product distribution agreement that we have secured. We also let you know how we are helping customers to solve their specific environmental monitoring problems. In addition, we are running a regular 'Ask Cherwell!' column in which we answer your frequently asked questions. I hope that you find this a useful read and would be very pleased to hear any feedback that you may have about this, or any other aspect of Cherwell.

Andy Whittard

Andy Whittard
Managing Director

Continued investment in customer support

Despite the generally gloomy business predictions over the past year, here at Cherwell we've been continuing to grow. This means that we can make further investments in our business that we hope will be beneficial to our customers. These include the appointment of new members of staff to key positions, most recently Sandra Hulme as Field Sales Specialist, and the introduction of a brand new packaging line. We have also set up a new electronic document management system to deliver batch quality records directly to your inbox, so speeding up your release procedures for our media products.

Other planned new developments include a major update to our website to ensure improved access to useful information for our customers. Also, this month we will implement changes to our Quality Control testing procedures to fully align them with Pharmacopoeia requirements.

Why are we able to make these



Welcoming
Sandra
Hulme,
Field Sales
Specialist

new investments? We believe in a responsive hands-on approach to customer service, where we strive to tailor a solution to meet individual needs and requests. In meeting your needs this has helped us to be successful, meaning we can reinvest to make Cherwell even better. For example, we introduced the Redipor Barrier Pack range to assist customers who use VHP decontamination processes and we also now offer more specialist broth products to assist in process validation work.

We really do hope that our ethos of "tell us what you need and we'll endeavour to sort it" works well for you too.



ISO9001 for SAS air sampler calibration

We offer a comprehensive UK-based service, repair and calibration facility for all SAS units at our manufacturing and service site in Bicester. We aim to provide a highly responsive service which minimises downtime for our customers.

Calibrating air samplers to confirm a unit is sampling within $\pm 3\%$ of its nominal air flow rate and ensure accurate microbial counts requires specialist knowledge. Consequently, we have recently secured an extension to our ISO9001 assessed quality management system specifically for the supply, service and calibration of viable air sampling equipment.

This extension to the scope of our ISO9001 registration reiterates our commitment to quality and continual improvement. We aim to deliver further improvements soon by implementing software systems to aid tracking of customer units, reminders, history reporting and creating planned preventative maintenance programs.

New product line introduced



DataTrace wireless,
high precision data logging

We are pleased to announce that Cherwell has very recently secured a UK distribution agreement for DataTrace® fully patented, high-tech data logging systems.

DataTrace are self-contained, wireless, high precision, data loggers designed specifically for use in critical manufacturing, quality control and validation applications. They are used to measure temperature, humidity and pressure inside a process or product during manufacturing, or to validate the proper operation of lab or manufacturing equipment.

Whilst there are a variety of different types of wireless data loggers available on the market, there are only a few that are rated as "intrinsically safe" and can operate at elevated temperatures, like the DataTrace products. These important factors are why they are already used by many companies to control their most critical processes, and why Cherwell is pleased to be able to advise on how these products can help you.



SAS air sampler

CASE STUDY: Bespoke remote microbial air sampling

UK-based manufacturer of aseptically filled blood plasma products and part of NHSBT, Bio Products Laboratory (BPL) has recently further enhanced its environmental monitoring programme by installing bespoke remote SAS microbial air samplers from Cherwell. Since plasma products are administered intravenously, their microbiological safety is critical. Therefore, as part of an upgrade to BPL's Grade A aseptic filling suite, where glove ports were installed to minimise any risk of operator contamination and ensuing downtime, remote air sampling was necessitated for environmental monitoring.

As aseptic filling of plasma products into individual vials following intermediate raw blood plasma processing stages involves many personnel, BPL considered it essential to minimise direct human contact and subsequent contamination risk. Prior to the installation of glove ports, all environmental monitoring was undertaken by fully gowned operators using hand held portable SAS air samplers. This required an intervention into the filling line by opening the screens to the line, causing downtime issues. Since operators no longer had direct access to the filling line, a remote air sampling system was required to provide the necessary critical environmental monitoring data for Quality Control purposes prior

to batch release of final plasma products.

Having assessed a number of different samplers, BPL selected the SAS microbial air sampler for its accuracy, reliability, robustness and sampling speed. "We required an air sampler that could remotely monitor our filling line at the exact height of the point of fill of our final plasma product vials," said Clare Leavy, Deputy Microbiology Manager at BPL. "Since our requirements were so specific, we realised we required a bespoke system. We were already successfully using hand held SAS units, which are still used for background monitoring around our facilities, and as Cherwell offers a broad range of SAS air samplers, we approached them to see if they had the flexibility to meet our particular needs."

Cherwell has now custom built and installed to date four fixed point air samplers with control units situated externally to the Grade A area, thereby enabling remote control of the sampling at the start and finish of every filling run. "Since we have two shifts of 10 personnel operating in our filling suite, the air samplers also had to be quick and easy to use by a number of different operators," continued Clare Leavy. "Since the installation of the new remote SAS samplers, we have not had a single sampling error incident."

Ask Cherwell

In this regular slot we aim to answer your most frequently asked questions. If there's anything that you'd like to ask us, we'd be happy to help. Just drop us a line at sales@cherwell-labs.co.uk

Why might I want irradiated media?

The sterility of the packaged medium is assured and all but the outer layer of packaging is also sterile, thus the risk to the environment to be sampled is greatly reduced. Furthermore, the additional packaging and irradiation process also extends the room temperature shelf life. This can be sufficient reason for small or irregular users to prefer using irradiated media.

Charitable giving

We are pleased to announce that our Christmas charity donations for 2009 were well received by Children's Cancer Care (www.cccare.co.uk) and Thames Valley & Chiltern Air Ambulance (www.tvaca.org). We donate money annually to a couple of charities nominated by our staff, instead of distributing Christmas cards. Both charities received £250 each.

A Cherwell team also recently completed the 2010 Ridge Walk challenge in aid of SENSE. Our intrepid team of four completed the 31 miles in 12.5 hours. A big congratulations to the team who have raised £1744. To find out more or to donate to this worthy cause, please see www.justgiving.com/cherwell-angels



Angela Bentham (Captain), Rowena Wall, Neil Samuels & Philip Lake with support crew!

Events

We will be present at the following events in forthcoming months. We would be very pleased to see you there.

PharMIG's Irish Microbiology Conference
30th June, 2010
The Fota Island Resort Hotel, Cork

Aseptic Preparation & Dispensing of Medicines (APDM) Course
5th - 8th July 2010 (Exhibition 6th & 7th July)
Leeds Trinity University College, Leeds

NHS Pharmaceutical Quality Assurance Service Symposium for Technical Services
27th - 28th September 2010
The Belfry, Wishaw, Sutton Coldfield, West Midlands.

Bespoke remote SAS microbial air samplers in situ on one of the aseptic filling lines at BPL



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