



Let's Solve



**Touchless LIMS Reduced Quality Giveaways  
and saved on Demurrages / Penalties in the  
Supply Chain**



A Larsen & Toubro  
Group Company



## Client

The client is a leading Downstream company with operations spread across 12+ refineries, 18,000+ miles of crude oil, raw NGL, LPG, natural gas and petroleum products pipeline systems, along with 10,000+ branded marketing outlets across the United States.

## Business Challenges

- ✓ Manual and error-prone quality management processes
- ✓ Lack of standardization due to site-specific quality management processes and applications leading to high variances in performance across sites
- ✓ High sample results turnaround time (TAT) leading to issues of off-spec production, quality giveaways & penalties in terms of demurrages and compliances

## Solution Highlights

- ✓ Standardization of quality management processes & a single LIMS application implementation across sites and support for regulatory compliance like ISO 17025.
- ✓ Integration of LIMS with lab instruments for real-time visibility, reduced manual intervention and increased confidence in data.
- ✓ Touchless quality management process in terms of sample collection & tagging using mobile operator devices, automated lab results in LIMS and integration with enterprise performance dashboards, resulting in accurate results in minimal turnaround time.
- ✓ Integration of LIMS with ERP to generate COA (Certificate of Analysis).
- ✓ Complete tracking and management of samples, lots, reagents, containers, lab equipment & their health upkeep, data associated with testing, calibration, maintenance & inventories.

## Business Benefits

**35%**

reduction in sample testing turnaround time (TAT)

Improved response against off-spec production and quality giveaways

**50%**

reduction in compliance related penalties & demurrages in supply chain

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