

## More Than 25 Years of Partnership – Trust Our Expertise

**Discover how Eppendorf OEM worked with a market-leader in laboratory automation to develop a win-win business model and 25-year partnership.**

### Introduction

Finding the right partner for customized laboratory solutions can be tricky. Especially when it comes to automation tips that have tight tolerances for quality and involve long production lead times.

But the situation becomes even more challenging if fluctuating product demand makes it near-impossible to predict the volumes you need.

This was the problem facing a market leader in laboratory automation as they tried to service their global customer base. Here's how we worked with them to solve it.

### The Challenge

Our customer was searching for an original equipment manufacturer who was able to produce a **broad portfolio of automation tips for their modular laboratory automation solution.**

They needed these pipette tips to meet extremely high requirements for precision and accuracy, offer reliable protection against aerosol contamination and high purity levels, and be suitable for use with different pipetting volumes.

In addition, they needed to be able to **customize** these

tips to meet the specific and varying needs of their customers around the world, in both the research and regulated in vitro Diagnostic (IVD) market.

But their biggest challenge was that **fluctuating product demand**, caused by the COVID-19 pandemic; meant they were unable to predict the volume of these critical components they would need.

In short, our customer needed more than just a supplier, **they needed a partner.** An organization that not only saw the project's potential and was committed to it as a joint commercial and scientific venture but one that had a production infrastructure that was robust enough to absorb the likely fluctuations in demand.

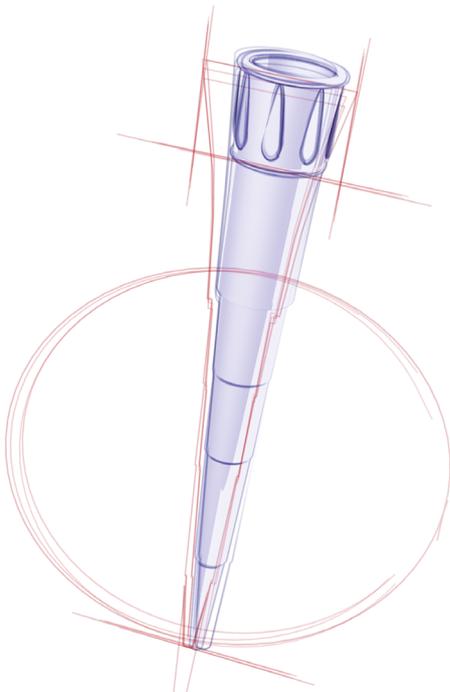


## CASE STUDY No. 005

### The Solution

Eppendorf OEM worked closely with the customer to co-create a flexible production solution that was mutually beneficial to both parties. This involved:

- **The development of a deep understanding of the customer's future requirements.** This enabled optimal pre-planning (preparation of the plant, tools, and machinery) and allowed us to support the customer's projected growth, while preventing delays in response to product demand.
- **The creation of brand-new capacity-scalable automated production lines in clean room conditions** that could be used to meet a growing customer demand for products and significant annual scaling.
- **A focus on a high degree of automation during production** to make the operation as cost efficient and accurate as possible. The feeding of the material, the injection process of the tips and trays, the filling of the trays with the tips, and the final packaging into boxes, were all automated.
- **The continuous improvement of forecasting and inventory management tools** to help manage workflow and ensure that end customers were served within minimal lead times.
- **The creation of a robust production philosophy and practical measures** that would ensure that quality standards were maintained at every stage of the process. This included:
  - **The meticulous selection and processing of plastic materials** to ensure they offered the optimum qualities to meet the customer's specific needs. For example, ideal wetting properties, and special certified purity levels, and optimal conduction for automated applications.
  - **The use of strict control criteria** to ensure that operations could be internally and externally monitored and maintain the highest possible quality and consistency of products from lot to lot.
  - **The installation of cameras to facilitate remote visual inspection** and the automatic replacement of any tips that did not meet these rigorous quality standards.



Related Information  
 Eppendorf purity grades for tips, tubes and plates  
[www.eppendorf.com/purity](http://www.eppendorf.com/purity)

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A True Partnership Approach

The success of this venture, and so many others with this client since, can be largely attributed to the collaborative nature of the relationship between Eppendorf OEM and the customer. From the outset this involved the sharing of business needs and aspirations and required a high degree of mutual reliance and trust.

Results in Numbers

Now, some **25 years** after it began, the relationship between the customer and Eppendorf continues to flourish to the mutual benefit of both parties.

Eppendorf continues to leverage its strong financial power and stable employee base to achieve an exceptional track record for the customer in terms of **quality** (where 100% of products meet the required standard) and **consistency** (maintaining negligible lot-to-lot variability) and the **efficient delivery** of over 100 different product types.

In fact, our state-of-the-art production facilities now generates production volumes exceeding **1.6 billion pieces** per year. These units are then successfully delivered to **1,000s** of research and clinical diagnostic laboratories around the world.



25  
years

1.6b  
pieces

1,000s  
of labs

Struggling with Variable Demand?

Eppendorf’s dedicated team of OEM experts can help you too, providing guidance and support at every step from prototype to production.

Find out how our exceptional production capabilities, deep domain knowledge, and partnership approach can benefit you and your business.

Contact an Eppendorf OEM expert today:  
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