



Welcome to UK Biocentre!

We are very much looking forward to working with you to deliver your science. To ensure that your project gets off to the best start possible and runs smoothly, we operate a clearly defined onboarding process. Please take the time to read it carefully so that you're aware of timescales and key milestones, and so we can answer any questions you may have before we get going.



“Great research is delivered by great partnerships... we are that partner.”

Dr. Tony Cox, OBE
Chief Executive Officer



ONBOARDING YOUR PROJECT

01

Introduction, discussion and negotiation

This is the first step in the process where we get to know each other, understand your brief and start to think about how best to help you. This phase is led by our Business Development team.

02

Proposal development

Having understood your project requirements and gained all the information we need, we will develop a proposal for your project. This takes about 2 weeks from agreed brief to UK Biocentre sharing the first draft of the proposal, and will include a quote, draft contract, terms & conditions, and any other relevant documents.

03

Agreement of Proposal and Costings

After our Business Development Team have shared the draft proposal, you can review the proposal, suggest amendments and discuss the terms and conditions. This is a two-way dialogue between UK Biocentre and yourselves and we aim to have this finalised in under 3 weeks.

Please note that the Quote that you will receive will be valid for a period of 1 month. If you are unable to agree the quote within 1 month, the quote will expire and may need to be reissued.

04

Agreement of intent to proceed – Contract Review

At this point in the onboarding process, we will give you two key dates. The first is a proposed project start date. The second is a date by which the contract needs to be signed to ensure we can deliver on the proposed project start date. These dates are important as they allow our Laboratory and Informatics Teams time to complete any lab development work and build the IT/LIMs infrastructure to support your project.

It is vital these dates are agreed; if the contract is not signed by the specified date, we will push back the project start time and the Lab/Informatics development time will be re-allocated until we agree a new project start date.

05

Full agreement from both parties, contract is signed

The contract is signed. The Business Development Team will introduce your allocated Project Manager who will manage communication between us and generally make sure your project runs smoothly and efficiently.

06

Project kick off

Please note the duration of any specific onboarding process is variable and will depend on the size and complexity of the project.

UK Biocentre New Project Onboarding Process

| Onboarding Process Stages | |
|--|---|
| Initial Contact | |
| Business Development Team to draft Qualifying Questionnaire + Onboarding Process + Pricing Policy and send to customer. | |
| Determine whether Pilot is required and factor timings and costings into proposal. | |
| Customer agrees to proceed. Critical information required from the customer - when is the expected project completion date? Are there any 3rd parties involved? Questions + answers recorded centrally on CRM System. | |
| Project name is created. Technical project name/number confirmed using standardised naming convention. | |
| Stepflow, Quote (including details of wet run) and contract created. | |
| INTERNAL UK BIOCENTRE STAGE GATE MEETING: Confirm project is viable to proceed | |
| Stepflow, quote, contract, manifest and estimate of timeline sent to customer by Bus Dev. ** | |
| Meeting with customer arranged by Bus Dev. Lab Dev to walk customer through the manifest. | |
| Customer Reflects. | |
| Bus Dev call with customer to discuss final decision. | |
| Customer agrees to go ahead and accepts quote [If Requirements change/ are non standard back to **]. | |
| Project Manager assigned to the project after quote accepted. Email send out by Bus Dev introducing PM. | |
| Lab Dev builds Workflow including estimated completion date. | |
| Contract signed | Commitment from the customer that the Manifest template will be used. |
| INTERNAL UK BIOCENTRE STAGE GATE MEETING: Has the customer returned the contract and manifest by the deadline required to enable work to commence? Have all Key UK Biocentre departments got everything they need to proceed? | |
| Onboarding meeting with Client, Bus Dev & PM. PM takes full responsibility of design & development. Bus Dev Manager steps away. | |
| Project Design phase - tech solutions, scripts, involve Quality, risk analysis. Domain experts for Lab Dev. Engage with Lab Management and L & D. | |
| Regular communication meetings with customer. Regular updates. | |
| Expected Go Live Date + estimated completion date finalised with customer. | |
| Delivery phase starts: SOPs, consumables, plan work in, development work. | |
| UAT Testing/ Development Release when confirmed by PM that the customer is ready and able to receive the data. | |
| End to End with lab. | |
| SOPs aligned. | |
| INTERNAL UK BIOCENTRE STAGE GATE MEETING: Final Go Ahead Decision | |
| PROJECT GO LIVE | |

Back to the Stepflow stage if manifest not agreed



OUR QUALITY COMMITMENT GIVES YOU PEACE OF MIND

Globally recognised ISO 27001:2013, ISO 9001:2015, ISO 15189:20123

Human Tissue Act (HTA) license 12624 for both our sample storage sites

Bespoke Quality Management System

Internal auditing

Multi-level-failure prevention and recovery plan

OUR PARTNERS

+
Our
Future
Health



NIHR | BioResource



GRAIL

