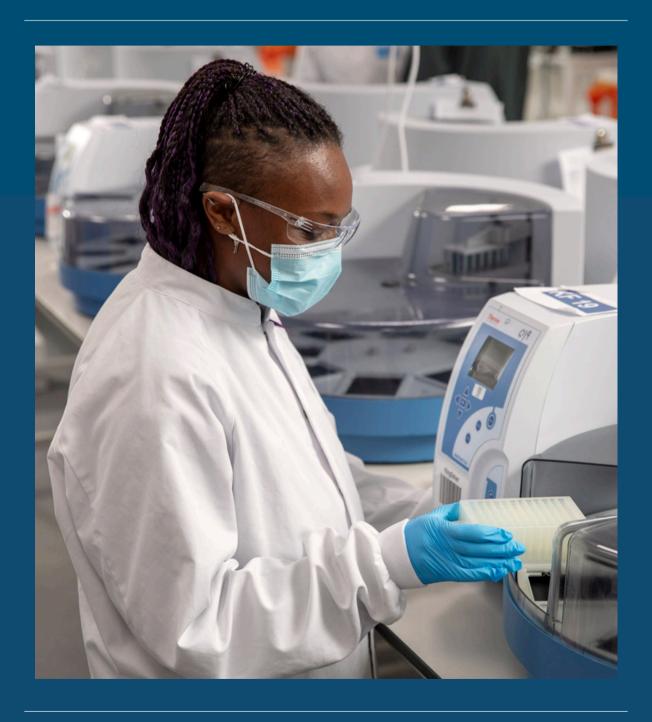
# Q ukbiocentre DELIVERING YOUR SCIENCE



**CLIENT ONBOARDING INFORMATION** 

#### 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**



### 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.



#### **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.



#### **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.



#### 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.



#### 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.



#### **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**

Onboard	ding Process Stages	
II.	nitial Contact	
Business Development Team to draft Qualifying Questic	onnaire + Onboarding Process + Pricing Policy and send to custom	ner.
Determine whether Pilot is require	ed and factor timings and costings into proposal.	
	d from the customer - when is the expected project completion da estions + answers recorded centrally on CRM System.	ate?
Project name is created. Technical project name	e/number confirmed using standardised naming convention.	
Stepflow, Quote (including	details of wet run) and contract created.	
INTERNAL UK BIOCENTRE STAGE GAT	TE 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.	
Cus	stomer Reflects.	
Bus Dev call with cu	ustomer to discuss final decision.	
Customer agrees to go ahead and accepts qu	uote [If Requirements change/ are non standard back to **].	
Project Manager assigned to the project after o	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 templa will be used.	ate
	the customer returned the contract and manifest by the deadli UK Biocentre departments got everything they need to proceed	
)nboarding meeting with Client, Bus Dev & PM. PM take	es full responsibility of design & development. Bus Dev Manager sto away.	eps.
	Quality, risk analysis. Domain experts for Lab Dev. Engage with Lab gement and L & D.	b
Regular communication me	eetings with customer. Regular updates.	
Expected Go Live Date + estimat	ted completion date finalised with customer.	
Delivery phase starts: SOPs, cor	nsumables, plan work in, development work.	
UAT Testing/ Development Release when confirme	ed by PM that the customer is ready and able to receive the data.	
End	to End with lab.	
	SOPs aligned.	



## **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**



























