

# INTERLABOR BELP AG



Valued customers, associates and members of the INTERLABOR team,



Do you still remember the landmark events of 1964? Forty years ago many of my present staff and colleagues weren't even born!

I can name three events that spontaneously come to mind. Forty years ago the first Apollo space craft went into orbit: the era of lunar exploration had begun. A landmark event in the field of science was the discovery of the element with the atomic number 104, kurchatovium [Ku], now called rutherfordium [Rf].

But the event in 1964 that fundamentally changed „my small world“ was the birth of today's INTERLABOR Belp AG. I would never have dreamt that 40 years later it would have developed into a healthy, strong and still upward-striving company with a workforce of about 60 employees.

But see for yourself and step into the world of INTERLABOR. This newsletter is the product of all divisions and employees of INTERLABOR. For as in the days of the legendary musketeers our motto is also: all for one and one for all. Only as a team are we strong.

I now wish you an enjoyable and interesting journey through the eventful past and present of INTERLABOR.

Thank you for your loyalty  
and your interest in INTERLABOR

Your Ruedi Camenzind



# INTERLABOR turns 40

# INTERLABOR BELP AG: 1964 – 2004

## The Founding Years 1964 - 1971

In 1964 the Swiss company Galactina AG set up its own trace analysis department for testing its baby food products. In 1968 Dr. Emil Hirt of Galactina AG, and Erwin Siegenthaler, Director of the Verbandsmolkerei Bern AG, founded the Gemeinschaftslaboratorien (GLB), a joint laboratory in Belp. In 1970 the joint laboratory took up its analytical work. The main focus of its activities was on testing for organochlorine residues in raw materials and finished products. In 1971 Ruedi Camenzind became head of the laboratory.

*The first automatic sample injector, 1978*



*Gaschromatograph, 1972*



## Development of Analytical Activities in the Seventies

In the seventies the range of services offered by the Gemeinschaftslaboratorien was systematically expanded. Employment of state-of-the-art instruments and analytical systems further increased the laboratory's analytical capacity and the first aflatoxin and herbicide residue analyses were performed. In order to be able to achieve faster and more reliable analysis of the increasing volume of test results, a process computer system was already put into operation in these years. At the end of the seventies the first automatic sample injectors went into operation so that analyses could now be performed round the clock. The first high pressure liquid chroma-

tography (HPLC) system allowed the analysis of non-volatile but water-soluble compounds.

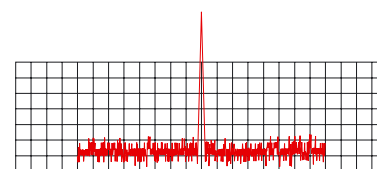
## Growth and Pioneering Achievements in the Eighties

In 1980 the laboratory succeeded in developing an assay method for perchlorethylene residues - a pioneering achievement. In 1981 a metal trace laboratory was established and equipped with an atomic absorption spectrometer (AAS) for measurement of trace amounts of heavy metals such as lead, cadmium and mercury. In 1988, after extensive preparation, the Gemeinschaftslaboratorien received official GLP certification.

## 1989: Founding of INTERLABOR BELP AG

In 1989 the company is transformed from a private company to a public limited company with the

aim of guaranteeing internationally the company's neutrality, independence and expertise as a Swiss analytical laboratory. The new company strives for guaranteed quality and reliability: in 1991 GLP certification is renewed and in 1992 INTERLABOR is the first food and environmental laboratory in Switzerland to receive EN 45001 accreditation.



INTERLABOR BELP AG

## The Nineties: Public Relations and Further Growth

In 1994 INTERLABOR is the first laboratory in Switzerland to introduce INTEC's Laboratory Information and Management System. In

1995 Microsoft chooses this LIMS as model solution for laboratory data systems. In the subsequent years INTERLABOR begins holding its much acclaimed seminars on the subjects of QM and validation for the general public. The microbiology division is taken over from the former Galactina and substantially expanded.

### **1997: INTERLABOR Holding AG is founded**

The senior managers found INTERLABOR Holding AG and take over the shares of INTERLABOR BLP AG. INTERLABOR becomes the first accredited service laboratory in Switzerland to offer determination of genetically modified organisms (GMO). Quality is the company's commitment: EN accreditation is renewed for a fur-

ther 5 years up to the year 2002; in 1998 the first internal GMP audit is successfully completed. Major investments in new instruments and analytical techniques characterize the years leading up to the millennium.

## INTERLABOR BLP AG



### **The Year 2000: [www.interlabor.com](http://www.interlabor.com)**

In 2000 the INTERLABOR workforce passes the 50 mark for the first time. The company is accredited according to the new ISO 17025 and again GMP certified.

A new division for pharmaceutical analysis is set up in newly equipped laboratory premises - located outside the original laboratory building for the first time. With the installation of Thermoguard INTERLABOR is the first company to automate the monitoring of its refrigeration facilities and incubators.

### **The New Decade: INTERLABOR Turns 40**

In an economically difficult environment INTERLABOR makes the largest single investment in the company's history to date and purchases a high-performance LC-MS-MS for pharmaceutical and food analysis for half a million Swiss francs. The company marks its 40th anniversary with a new home page on the internet.

*Members of management 2004*



# INTERLABOR today

Over the years INTERLABOR has developed into one of the leading service laboratories in Switzerland. More than 60 highly motivated employees in five operative and two administrative divisions work daily for the benefit of our clients. In the following pages we would like to give you a brief introduction to the individual divisions.



Laboratory building

## INTERLABOR BELP AG



### Trace and Environmental Department

Acaricides  
Fungicides  
Insecticides  
Flavouring Substances  
Volatile Organic  
Compounds  
Toxic Home Dangers

### Pharma and Food Department

Human and Veterinary  
Pharmaceuticals  
Vitamins and  
Natural Compounds  
Food and  
Food Additives  
Animal Food

### Biological Department

Bacteriology  
Microbiology  
Genetically modified  
Organisms (GMO)  
Veterinary  
Pharmaceuticals  
Vitamins

### Elemental Department

Metals, Heavy Metals,  
Anions and Kations  
in Pharmaceuticals,  
Food and  
Environmental Samples

### Pharmaceutical Department

Pharmakopoe Analyses  
Galenic Studies  
Physical Studies  
Stability Studies  
Compound Analysis

## The Divisions in Brief: Management and Administration



Ruedi Camenzind



André Mägert



Dr. Klaus Mandelatz

Management at INTERLABOR covers a broad range of tasks: customer relations, management, general accounting and payroll, IT, quality management, marketing and also the indispensable project management, to name but a few.

These numerous tasks are performed by experienced employees with many years of service. Almost every member of the management team has a number of different functions. This allows us to keep the entire administration down to less than ten percent of the total workforce. INTERLABOR does not have a top-heavy management structure.



Brigitte Camenzind



Monika Walcher



Eveline Messerli

## Elemental Analysis



Dr. Ralf Maibusch



Erika Schmidt

In 1981 the first elemental analyses were performed using a flame AAS. Over the years elemental analysis has become more versatile. Today we have flame AAS (quantitative and qualitative assay), graphite furnace AAS (for trace analyses and cold vapour, i.e. mercury assays), ion chromatograph (environmental and food samples), ICP OES (for screening, assay and trace analysis).

pressure in special microwave ovens with addition of acid. The clear digestion solution is then analysed with the appropriate instrument. Liquid samples are analysed either directly or after digestion depending on the state of the sample and the tests required. Other methods such as rapid photometric tests and titrations are performed.



Adrian Wey



Ruth Krebs

Our clients come from a wide variety of sectors including the pharmaceutical industry, food and baby food manufacturers, fruit and vegetable producers, trading firms (e.g. herbs, raw materials), engineers' offices and private customers.



Elsbeth Pulfer

Most of our analyses require some form of sample preparation. Solid samples are digested at high

## Trace and Environmental Analysis



Dr. Karin Wilke



Bernhard Burn

The Trace and Environmental Analysis division is the oldest part of Interlabor. Testing for pesticide residues in infant foods began right back in 1964.

In 1970 the laboratory burnt down after a refrigerator with the samples in it caught fire in the middle of the night. Only 3 months later the laboratory was able to resume operation with new instruments. Since then the laboratory



Otto Lembacher



Andrea Zaugg

has been constantly enlarged, in terms of manpower, equipment and floor space.

At present between seven and eight chemists, chemical laboratory technicians and chemical technical assistants are working in the laboratory to provide some 150 demanding clients with gas chromatographic solutions in the three areas:



Myranda Gemmet



Marlys Fattler

- pesticide residue analysis
- gas chromatographic pharmaceutical analyses
- environmental analyses, particularly ambient air and ground gas testing

For the future we are planning considerable expansion of our activities, particularly of the flourishing pesticide sector, so that we will be able to offer our clients



Cornelia Lüthi



Tobias Bendel

even faster and better services. We are already able to test fruit and vegetable samples for up to 200 different pesticides within 5 - 6 working days.

The instruments at our disposal include: 4 gas chromatographs, 3 GC/MS systems, gel permeation chromatograph, accelerated solvent extractor, headspace sampler and a thermodesorption unit. This means that we can test even difficult samples quickly and reliably for a large number of pesticide residues.

## The Scientific Advisory Board

As service institute with such a broad range of activities, acquisition of information and scientific consultation are part of our core business. In important questions we are frequently able to draw on the longstanding experience of the members of our Scientific Ad-

visory Board. These colleagues are extremely knowledgeable. We are proud and privileged to be able to tap the knowledge and expertise of the following gentlemen whenever necessary: Prof. Dr. Michael Oehme, Director of the Chemical Faculty of the University

of Basel; Dr. Karl Zürcher, long-standing Quality Assurance Officer of Coop; Dr. Ernst Jakob, Project Leader FAM and Mr Milan Cerny, Quality Assurance at Migros.

# Logistics – Linking the Customer With the Laboratory



Adrian Zobrist



Petra Kindler



Susi Widmer



Angela Imhof



Christoph Wenger



Pia Schaller



Sonja Saurer



Trudi Burren



Veronika Mühlethaler

INTERLABOR offers not only high-quality analyses but also professional order processing in house. To ensure that everything goes according to your wishes from beginning to end, extensive preliminary processing of the orders and provision of the laboratory with the necessary information makes sure that every order conforms to the customer's requirements with regard to scope of testing, delivery date and price. Apart from numerous minor tasks, our core activities are concentrated on order management, sample registration and storage, reporting and invoicing, and archiving of all relevant documents:

## Order management

- Acquisition of missing information about sample/orders

- Order entry by LIS on the basis of orders, offers etc.
- Printout of matrix-/parameter related test plans for the laboratory

## Samples: registration, storage and disposal

- Triage and initial findings after receipt of samples
- Sample registration and labeling by LIS
- Appropriate sample storage before and after analysis depending on the matrix
- Monitoring of the storage conditions with network thermometers
- Sample disposal and sample dispatch to laboratories

## Reporting and invoicing

- Compilation of analytical reports

- Assessment of results with the help of assessment data bases, FIV and other legislation
- Monthly invoicing of our services

## Archiving

- Archiving of correspondence, orders, test plans, raw data and analytical reports in a locked archive

## General functions

- Telephone service, reception and mail office
- Purchase/storage of general consumables  
Correct disposal of all laboratory waste.

# Pharmaceuticals and Food Safety



Heinz Laska



Dr. Alexandra Jaus



Daniel Messerli



Regula Sauter



Beatrice Bettler



Andrea Kunz



Renate Söser



Rosmarie Lingeri



Margrith Ruch



Patrick Gyax



Michel Merz



Renate Schweizer



Irene Joss



Martin Schmid



Beatrice Ramseier

This division grew out of the HPLC sector of the Gemeinschaftslaboratorien. Thanks to our customers, who constantly place new demands on us, the division has been continuously expanded. In the course of the years various new analytical methods have been incorporated in the range of services offered. On account of the massive growth in manpower and equipment, the pharmaceutical analysis sector was spun off in 2001. The Pharma and Food Safety division now consists of two units:

## Residue testing

Residue testing is concerned with the analysis of veterinary drugs (particularly in tissues, eggs and blood) and toxins and pesticides in a wide range of products such as herbal drugs, spices, fruits and vegetables.

## Assay

This includes qualitative and quantitative determination of lipid- and water-soluble vitamins, natural substances and other ingredients in various matrices such as baby food, food supplements or pharmaceutical products. The analyses are performed by high performance liquid chromatography (HPLC). We also employ the Charm-II test as a screening procedure. Our equipment base was significantly augmented last year by the purchase of an LC/MS-MS. Our success is based on two key factors:

## Our staff

For years we have been able to count on a well-functioning team which continuously adapts to our clients' demands.

## Our clients

We have demanding clients who repeatedly confront us with challenging tasks.

## Pharma II

About three years ago the management of INTERLABOR Belp AG decided to purchase the works laboratory of a large pharmaceutical company and to relocate it to the Belp site. After a reconstruction period of barely two months the new pharmaceutical laboratory went into operation.

Today the generously appointed laboratory covering an area of around 120 m<sup>2</sup> is excellently equipped with both instruments and staff. The key areas of work are analysis of raw materials and release testing of pharmaceutical products. Although instrumental analysis is one field of work, the analyses also require many basic chemical operations such as separation in a separating funnel, pH measurement, test tube tests etc.

The European Pharmacopoeia occupies an important position in raw materials testing. Almost all methods described there can be performed in this laboratory. These include:

- dissolution test (release of active ingredient)

- refractive index
- limit tests for heavy metals
- identity tests (TLC, HPLC, UV, IR, viscosity, optical rotation etc.)
- assay and purity tests
- Karl Fischer determination of water content
- disintegration in water, gastric and intestinal fluid

Further analyses are available on request for the release testing of pharmaceutical products, e.g.:

- testing of pharmaceutical raw materials
- physical testing: appearance, uniformity of mass, width/length, tablet hardness, etc.
- validation of analytical methods

We are also able to test the quality of plants and plant products. For this we use particularly thin-layer chromatography. Further characteristics can be established under the microscope.

We can already count some large and medium-sized pharmaceutical companies amongst our regular clients.



Ursula Haslinger



Nadia Lambroia



Ernesto Schultze



Thomas Beyeler



Nicole Ochsenbein



# Bioanalysis

Today's Bioanalysis division started off as the classical microbiological laboratory of Galactina. The laboratory was taken over by INTERLABOR in 1995. In the course of time microbiological assay, molecular biology and biochemical analyses were added. Today microbiological, biochemical and molecular biological applications are performed in the Bioanalysis division of INTERLABOR by a substantial number of employees. Here is a brief description of the four subsectors of this division:

## Classical microbiology

Classical microbiology is used to test food, pharmaceuticals and cosmetics for microbial contamination.

## Microbiological assays

Certain bacteria can be used for quantitative determination of vitamins. At present the following vitamins are assayed: vitamin B12, folic acid, pantothenic acid and biotin.

## Enzymatic tests

Antigen-antibody reactions can be used for determination of a large number of proteins. Commercially available ELISA kits are therefore used for analysis of veterinary drugs, hormones, mycotoxins and allergens.

## Molecular biological tests

PCR (polymerase chain reaction) analysis can be used for the detection of genetically modified plants.

Our client base is as broad as our range of applications. Here are just a few of the most important segments:

- Baby food manufacturers
- Raw materials manufacturers
- Veterinary services
- Pharmaceutical companies
- Cosmetics manufacturers
- Food trading companies
- Restaurants
- Consulting firms specializing in organic building



Anita Pfefferkorn



Marianne Schluchter



Claudia Schneider



Sabine Fink



Margrith Ruch



Yvonne Roschi



Sidonia Guggisberg



Ursula Guggisberg



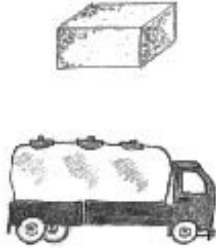
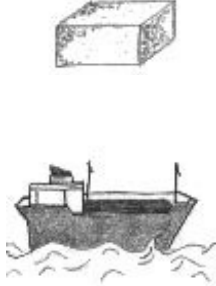



Bernadette Gampp



Christina Zbinden

## The scales of our analysis: from quantitative assay to trace analysis

<b>1 percent</b> is 1 part in every hundred	<b>1 per mille</b> is 1 part in every thousand	<b>1 ppm</b> is 1 part per million	<b>1 ppb</b> is 1 part per billion	<b>1 ppt</b> is 1 part per trillion
<b>10 grams</b> per kilogram	<b>1 gram</b> per kilogram	<b>1 milligram</b> per kilogram	<b>1 microgram</b> per kilogram	<b>1 nanogram</b> per kilogram
10 g/kg	1 g/kg	0.001 g/kg	0.000'001 g/kg	0.000'000'001 g/kg
				
1 sugar cube in 0.27 l coffee	1 sugar cube in 2.7 l wine	1 sugar cube in a 2,700-l tanker lorry	1 sugar cube in a 2.7-million l tanker ship	1 sugar cube in a 2.7-billion l water reservoir

Legend:

the American billion = one thousand million = 1,000,000,000 or  $10^9$  and is equivalent to the European milliard; the American trillion = one million million = 1,000,000,000,000 or  $10^{12}$  and is equivalent to the European billion

### Analytical dimensions

milli	thousandth	0.001	$10^{-3}$
micro	millionth	0.000 001	$10^{-6}$
nano	billionth	0.000 000 001	$10^{-9}$
pico	trillionth	0.000 000 000 001	$10^{-12}$
femto	quadrillionth	0.000 000 000 000 001	$10^{-15}$
atto	quintillionth	0.000 000 000 000 000 001	$10^{-18}$

Why do chemists still have to measure such small concentrations as nanograms or picograms anyway? The answer is simple: even at very small concentrations the actual number of molecules present is still inconceivably large. One picogram of water, for example, still contains 3 trillion molecules and even an attogram of water still contains 3 million molecules.

## Recently at INTERLABOR ...

... a customer brought along a water specimen for complete analysis. He handed in the sample and asked: „Where can I wait for the result?“

... a lorry driver came to reception and said: „I've just put a sample on the ramp.“ He didn't mention that a fork lift would be needed to move the sample. The „sample“ was a whole pallet of meat with the instructions: „Please test a composite sample“ ...

... a man from Eastern Europe asked for our help: He had re-

cently noticed that when he drank his favourite 40% Slivovica he would develop terrible headaches and get drunk immediately. He suspected that his wife was drinking secretly from the bottle and filling it up with „something else“. The results of the analysis: alcohol content = 91%, denaturing agents = 1.5%...

... a telephone call from Belp station: A box containing a live rat was waiting to be collected(!). The request: to test the animal's liver for pesticides. Of course we can't just do something like that and it

took a while to sort things out with the client. In the mean time the, live specimen' was pampered with chicken feed and eventually sent back to the client. We never received the liver as the client complained that our „uncontrolled feeding“ would have distorted the findings...

## Facts and Figures

### Did you know that every year INTERLABOR ...

... uses 600 bottles of gas, spends CHF 30,000 on postage, CHF 20,000 for telephone calls and uses general materials to the value of more than CHF 1 million?

.. budgets CHF 1000 per employee for off-site further training?

... receives 50,000 test requests and compiles 20,000 test plans and almost 100,000 pages of reports?

### From 1964 to today...

... turnover increased from CHF 64,000 to more than CHF 6.5 million

... the workforce increased from 1 to 60

... the number of PC's increased to 1.5 per employee

... the laboratory area increased from 16 m<sup>2</sup> to more than 1,600 m<sup>2</sup>

... INTERLABOR worked for more than 6000 clients and about 800 regular clients

## Why work at INTERLABOR?

„Good staff are hard to come by“, was a complaint often heard in the past. This has not changed much today in spite of severe economic crises and unemployment.

Good staff are always welcome at INTERLABOR! INTERLABOR is an attractive employer and offers an unusual amount of freedom:

- flexible working hours
- generous further training for all employees
- excellent accessibility with public transport
- maternity insurance and return to work policies
- INTERLABOR gives young people the chance to start a career
- job security has high priority

- almost family-like atmosphere
- the managing director always has an open door and an open ear
- annual company outing and a big Christmas party

# What our customers say about INTERLABOR

**Pharmaton SA**  
Research & Development

Pharmaton SA x P.O. Box x CH-6903 Lugano

**Mr R. Camenzind**  
**Mr A. Mägert**  
**Interlabor Belp AG**  
**Birkenweg 6**  
**3123 Belp**

Dear Mr Camenzind,  
Dear Mr Mägert,

This year Interlabor Belp AG celebrates its **40th anniversary** – an important occasion for us to congratulate you warmly and the opportunity for a brief „retrospect“:

Pharmaton is probably one of the few companies which has had the privilege to use and appreciate Interlabor's services since its inception. We would like to express our thanks to all the employees of Interlabor and particularly to the company management for the excellent services and the committed, successful work together through all those years.

What has made us stay with your company all this time? There are a number of answers to this question and the explanations are basically simple:

Our products, mainly OTC preparations, are today sold in more than 100 countries of the world. They are chiefly botanicals which have a complex composition. They are based on medicinal herb extracts and combinations of vital substances (vitamins, minerals, trace elements) which are sometimes only contained in microgram concentrations.

Consequently your analyses – both at the developmental stage and during the stability testing of the products - require not only a large measure of technical experience with the laboratory instruments used but also considerable expertise on the part of your analysts with regard to extraction from the product matrix as well as intuition and „sensitivity“ in the solving of new, unfamiliar problems.

Persistence, tenacity and dependability are the qualities that characterise your team of employees and are the decisive factors that allow us to look back now on 40 years of successful collaboration with Interlabor and that have allowed us to have the pleasure of using the excellent services of your laboratory for four decades.

As always, the „human factor“ also plays an important role here. Our business relations are based on mutual trust and go far beyond mere analytical measurements. It is the „human value“ that tips the balance.

Congratulations on the first forty successful years of Interlabor Belp AG. We wish you all the best and continued success for a further 40 years!

With kind regards

Fabio Soldati  
Pharmacist , Dr.sc.nat.ETH  
Head R&D  
Pharmaton SA

## What our customers say about INTERLABOR

„Max Zeller Söhne AG sees INTERLABOR as a dependable partner, we particularly value the expertise in the field of pesticide analysis and look back over more than 30 years of competent and speedy order processing“

*Stefan Bauer, Head of Quality Control, Zeller AG, Romanshorn*

„The reason why we entrust you with the performance of certain tests is that we consider you competent in this area and are confident that we can rely on the data you provide.“

*Dr. Franz Haslbeck, Head of Quality Assurance, HIPP Pfaffenhofen*

„We were looking for a laboratory that offers a high level of analytical competence, efficiency and flexibility as well as optimal value for money. We found this more than 20 years ago in Belp. We would like to thank you warmly for the many years of great collaboration and look forward to many more.“

*Hans-Jörg Heiz, Chemist HTL, Swiss Federal Veterinary Office Bern*

„We chose Interlabor for our project for the following reasons:

- qualified specialist in vitamin analysis
- contract laboratory for Swissmedic
- appreciation of our GMP requirements and corresponding Q systems.

What has struck me as very positive in working with Interlabor are undoubtedly the following points:

- high level of flexibility (willingness to go along with our wishes)
- unproblematic clarification of problems and open communication with regard to analytical differences
- competence of the people we dealt with
- very friendly and courteous communication at all levels, from management to laboratory staff.“

*Dr. Thomas Kaspar, Vifor SA, Fribourg*

„We send our analyses to Interlabor because the laboratory is a neutral institution with a very friendly environment. The transport is organized by Interlabor and the tests are good value for money.

Only the express analyses could be a little less expensive.“

*Ms Kathelyn Lerch, Head of QS, GVFI Basel*

„We send analyses to ILB because we know that they are of high quality. It is sometimes worth putting up with long delivery times if you know that you can trust the results.“

*Dr. Guy Mercier, Head of Laboratory and Quality Assurance, Hochdorf Nutritec AG*

„Interlabor Belp has known our company and our products for decades and is an important contact point in Switzerland for a wide range of questions related to analytical testing, residues and food safety legislation issues.“

*Robert Curseri, Head of Quality Assurance Bioforce, Roggwil*

## Time for a smile ...

A man sits with a pretty girl for an hour, it seems like a minute. He sits on a hot stove for a minute, it's longer than any hour. That is relativity.

*(Albert Einstein)*

Organic chemistry is the chemistry of carbon compounds. Biochemistry is the study of carbon compounds that crawl.

*(Mike Adams)*

Inanimate objects are classified scientifically into three categories – those that don't work, those that break down, and those that get lost.

*(Russel Baker)*

An expert is a person who has made all the mistakes that can be made in a very narrow field.

*(Niels Bohr)*

When you steal from one author, it's plagiarism; if you steal from many, it's research.

*(Wilson Mizner)*

The scientific theory I like best is that the rings of Saturn are composed entirely of lost airline luggage.

*(Mark Russell)*

If you're not part of the solution, you're part of the precipitate.

*(Steven Wright)*

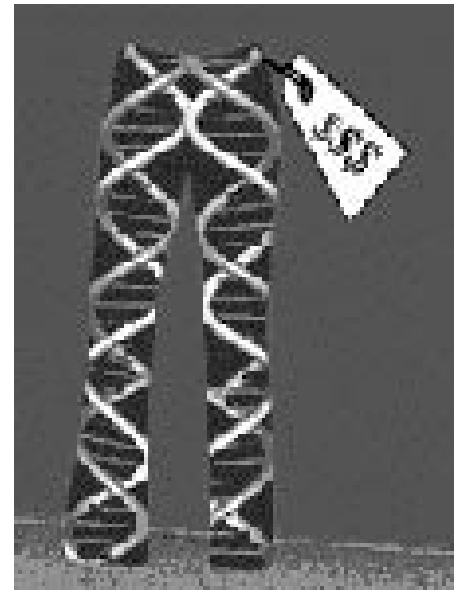
You've perhaps seen or heard of old inns that have plaques on the wall of a room saying, for example: „George Washington slept here.“ Well, There's apparently an inn in Germany with a plaque that says: „Heisenberg may have slept here.“

If A equals success, then the formula is:  $A = X + Y + Z$ , X is work. Y is play. Z is keep your mouth shut.

*(Albert Einstein)*

The hardest thing in the world to understand is income tax.

*(Albert Einstein)*



Do molecular biologists wear designer genes?

## Closing words

Dear readers,

Tell me: are hard work, fairness and commitment outdated concepts in modern management?

It is, after all, the consistent pursuit of these principles in the last 40 years that has made INTERLABOR what it is today: a healthy service provider of international standing which has the trust of 800 regular customers.

With great enterprise and a good measure of idealism the senior managers bought INTERLABOR from its former parent company and continued with its operation. To the benefit of both our customers and our employees. And with the confidence that, even today, hard work, fairness and commitment are still major ingredients of success and will hopefully remain so for a long time.

Therefore it is our firm intention to always do our very best to provide all our clients with honest and reliable answers to their questions. The cornerstone for achieving this mission is not primarily the material facilities and equipment.

No, it is far more the scientific and analytical expertise which the company's employees have acquired, developed and put to the service of INTERLABOR in these past 40 years and continue to do so today.

It is a fact: professional staff, coupled with longstanding experience, was always the greatest

asset of INTERLABOR and one of its strengths.

But in the hectic, busy and often stressful day-to-day work as service provider this success factor is unfortunately sometimes forgotten. Therefore I would like to take this opportunity to express my appreciation to all my staff for their input and commitment for INTERLABOR. Thanks and recognition must also go to our competitors; after all they constantly spur us on towards even greater excellence.

Personal qualities such as enthusiasm, ambition, team spirit and loyalty cannot be bought with a salary, they have to be lived with heartfelt commitment – and this is what my staff do for INTERLABOR – and it makes me grateful and fills me with pride.

Whether you are a customer, employee, supplier or friend: with your help we will succeed! May the success story continue for a further 40 years. We will do our best to see that it does!

With kindest regards,  
Your Ruedi Camenzind



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