

# CASE STUDY



## ORGANIZATION:

Washington Animal  
Disease Diagnostic  
Laboratory

## INDUSTRY:

Veterinary Diagnostic  
Lab

### Background:

Since its creation in 1974, the Washington Animal Disease Diagnostic Laboratory's primary objective has been to serve the state of Washington. The laboratory is an integral part of a network of tax-supported state diagnostic reference facilities throughout the U.S. dedicated to the betterment of animal and human health.

**Regulated By:** AAVLD and USDA

### The Challenge:

Washington Animal Disease Diagnostic Laboratory (WADDL) was operating with a primarily paper-based system. Patricia Lukens, Quality Systems Manager and Jennifer Babcock, Quality Systems Assistant described a chaotic system with everything on paper. Documents would get lost, they would lose track of where documents were in the process, paperwork would get misplaced and they would have to start all over again. Although they had an internally built SOP repository system, it was not functioning properly since the in-house IT support who developed it was no longer available. The training portion of the repository system was difficult to use and confusing. When it began to break down they were desperately looking for a new system. They knew they needed something to replace it rather than to go back to hand tracking SOP's, and they wanted one comprehensive solution to the never-ending paper trail.

### The Solution: Q-Pulse Quality Management System

Patricia Lukens, as an AAVLD Auditor chose Q-Pulse because she had seen it in action. "My Executive Director, also an AAVLD Auditor, and I have seen a lot of different labs and the quality management systems they are using. After seeing Q-Pulse repeatedly, we both agreed it was the system for WADDL. I thought it was very easy to use; it provided an excellent way to store everything; and it was very logical. When we were auditing labs that were using Q-Pulse we would ask staff for records and they were able to find them immediately. We observed many different systems while auditing and we just liked Q-Pulse better."

Choosing Q-Pulse was only the first step for Patricia. She had also heard about ECL2 and was impressed with the way ECL2 handled Q-Pulse implementations and supported their clients. This was extremely important to WADDL. "It was critical to have somebody from ECL2 here in person. It was invaluable to have them sit with us and build the system the way we needed it to be built."

Patricia continued, "We were unsure about the full capabilities of Q-Pulse and we wouldn't have known where to start. Without ECL2's expertise and guidance, we would have been too overwhelmed to get the system up and running in a timely fashion. It really helped take the pressure off us during the initial phases of implementation."

Both Patricia and Jennifer also found ECL2's experience with other VDL's extremely beneficial.





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Patricia Lukens  
Quality Services Manager

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Post implementation, WADDL continues to be pleasantly surprised by the versatility, flexibility and user-friendly nature of the system. Jennifer elaborated, “I like the fact that the modules have similar structures. If you know where to find something in one module, you’re pretty much going to be able to find it in a different module, it is very intuitive.”

- WADDL has seen major improvements in staff response to training requirements and in the document review process.
- The Q-Pulse app made completing tasks associated with the documents quick and painless. The fact that staff can get on their phone or iPad and use their app, makes them much more likely to complete their assignments in a timely manner.
- Staff working on root cause analysis, are doing a much better job because they are driven to address each individual issue. Patricia has been very pleased that people who hadn’t done root cause analysis before are doing very well with Q-Pulse leading them through the process in detail.
- Q-Pulse has helped WADDL comply with industry regulations. As an AAVLD Auditor, Patricia has a special appreciation for the fact that everyone knows where the current documents are, and they can retrieve them immediately.
- With paper records WADDL found it difficult to stay current with training records. Q-Pulse produces a color-coded chart, so training discrepancies are easily recognized.
- The Assets Module has helped WADDL eliminate even more paper since they no longer need to retain equipment files, certificates, and maintenance records. They can simply pull calibration certificates or any other required documentation immediately from Q-Pulse.
- The interconnectivity of Q-Pulse has also been a big win for WADDL. The audit module links with the document module which links to the CAPA module so it is all in one process. They can perform an audit attaching policies and procedures to their findings and then perform analysis to identify opportunities for improvement. It makes it one streamlined process.

For more information on Q-Pulse please visit our website at [www.ECL2.com](http://www.ECL2.com) or contact us directly at 469.828.5006 or by email at [inquiries@ECL2.com](mailto:inquiries@ECL2.com).