



**EXPECT MORE**  
from your Central Lab Partner.

**MEDPACE**  
CENTRAL LABORATORIES



## Measurable Quality in Global Labs

“When selecting a central lab service provider, respondents clearly define ‘High expectations for data quality’ as the most important attribute.” This is the feedback from a recent ISR report on Central Lab Service Provider Metrics and Selection. Undeniably, your central lab partner needs to consistently deliver on quality.

### Quality-Driven

Having successfully conducted some of the world’s largest clinical trials across 60 countries, Medpace Central Laboratories has earned a reputation for quality in supporting Phase I-IV studies.

*At Medpace Central Laboratories we live and breathe ‘Quality and Service.’ These are not just words, they are key attributes and the foundation of our global lab service. Our clients consistently tell us we are doing it right.*

Medpace Central Laboratories, with four global locations in the USA, Belgium, China, and Singapore, has full global capability, extensive capacity, and therapeutic experience. Our world class facilities are second to none, and recognized for stringent internal quality control, delivering identical results across all global labs, using identical instrumentation. As a fully-integrated service of our Clinical Research Organization (CRO), Medpace Labs are bound by the same SOPs and processes as Medpace.

### Client Feedback Tells the Story

Your project’s success rests on the quality we deliver. To ensure we are meeting our clients’ high expectations for quality, Medpace Central Laboratories compiles site satisfaction surveys on a regular basis. This site survey consists of 15 attributes relating directly to Medpace Central Laboratories project performance. The results include feedback from nearly 1500 sites on key attributes that are defined as important regarding our overall quality and service levels. Medpace Central Laboratories earned an average 98.89% positive responses (satisfactory or excellent ratings) across all attributes rated. Focusing in on quality, here are some of the highlights of the surveys.



**99.8%**  
**Quality of  
laboratory data**



**99.4%**  
**Availability of staff  
for issue resolution**



**98.9%**  
**Data query  
resolution**



**99.0%**  
**Knowledge of  
personnel**

*\*Satisfactory or excellent ratings*

*The Medpace Difference:  
Medpace delivers high-quality science along with  
personal service and a high degree of flexibility.*

## Embedding Quality Into Everything We Do

### **Personal attention:**

Sponsors, sites and Project Managers build one-on-one relationships. Among our clients, we are known for delivering a remarkably high level of personal attention. Sponsors and sites know what to expect, and can easily communicate with Medpace via the Project Manager.

### **Response times:**

Medpace Project Managers take ownership of your project and ensure timelines are met. Follow-up with sponsors and sites is heavily emphasized in training and at the outset of every project. Responding to issues via phone or email occur in a set timeframe, assuring customers of the importance of their project. Issues that are escalated are quickly addressed and problems resolved with team communication.

### **Consistency**

Consistency is not a hit or miss proposition. If all quality attributes are in place, the end result is consistency in methodology, processes, and identical results over four global labs. Consistent results are a function of excellent training of all operational groups involved in the study and the stringent company-wide SOPs and processes.

### **Team**

From project managers, to medical technologists and laboratory scientists, to logistics teams, and data managers, Medpace is dedicated to providing the highest degrees of service and quality results. We provide exceptional expertise in the various testing areas that ensures high-quality data at the end of the trial.

### **Therapeutic Focus**

Medpace Labs provide therapeutic expertise with lab for areas including oncology, cardiovascular, neuroscience, and metabolic clinical research.

For more information visit [Medpacelab.com/expectMORE](https://www.medpacelab.com/expectMORE).



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