29 October 2003

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Further to your request to provide a reference from a user of the Contec Madcap LIMS software, I am pleased to document our experience.

SAITL Dairy Laboratory is an independent laboratory owned by the Fonterra and Tatua Cooperative Dairy Companies and is briefed with performing independent component and quality testing on bulk milk collections from our member companies in the upper half of the North Island. We also perform work for other dairy companies and a large amount of individual cow herd improvement sample testing for Ambreed. We currently use some 30 madcap terminals connected to a server, and a further 10 terminals from the Clandeboye milk testing laboratory in the South Island are connected through a thin client connection.

SAITL was formed 19 years ago and has been using madcap for all of that time. We have been closely associated with Contec Group International and the development of madcap for this period.

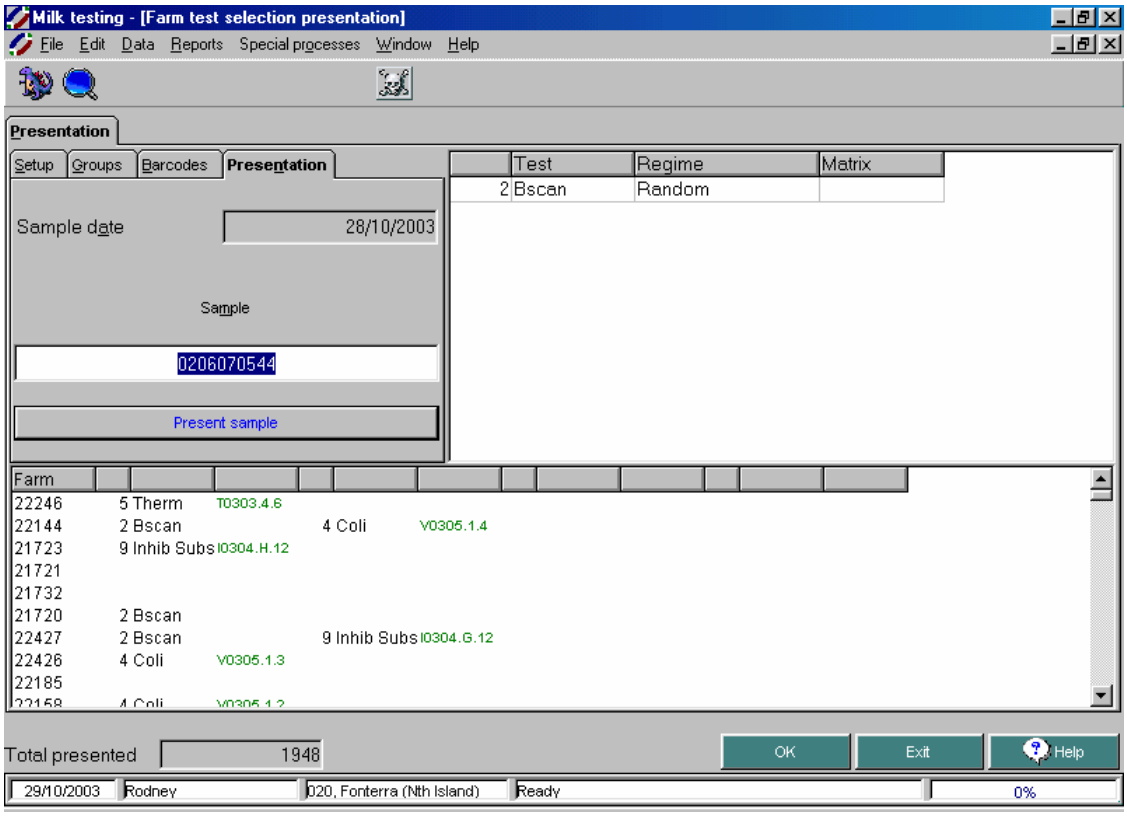
On a routine basis we are currently processing:

- 6500 bulk milk samples per day for fat, protein, lactose, total solids, freezing point, and somatic cells.
- 3000 individual cow samples for fat, protein, lactose, total solids, and somatic cells per day.
- 4000 bulk milk samples per day for quality tests including BactoScan, coliform plate count, thermoduric plate count, inhibitory substances, IgG, foreign matter, and senses.
- A total of some 58,000 results per day and 17 million results per year.

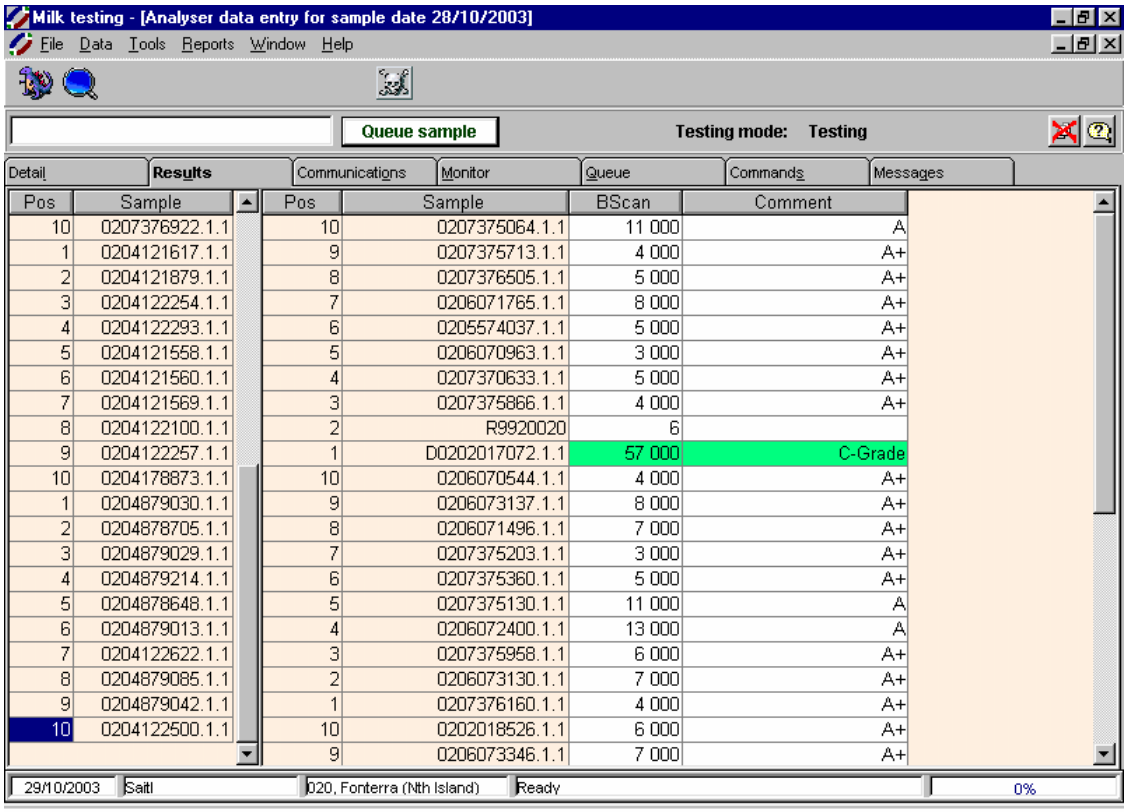
A brief description of how we use madcap for routine milk testing follows. There are of course too many functions to describe in this document but the key functions for sample selection, testing and data entry, data storage, and result confirmation and transmission are described:

1. Samples presented for quality testing are selected for different assays according to defined testing regimes and protocols for follow-up testing after downgrades:

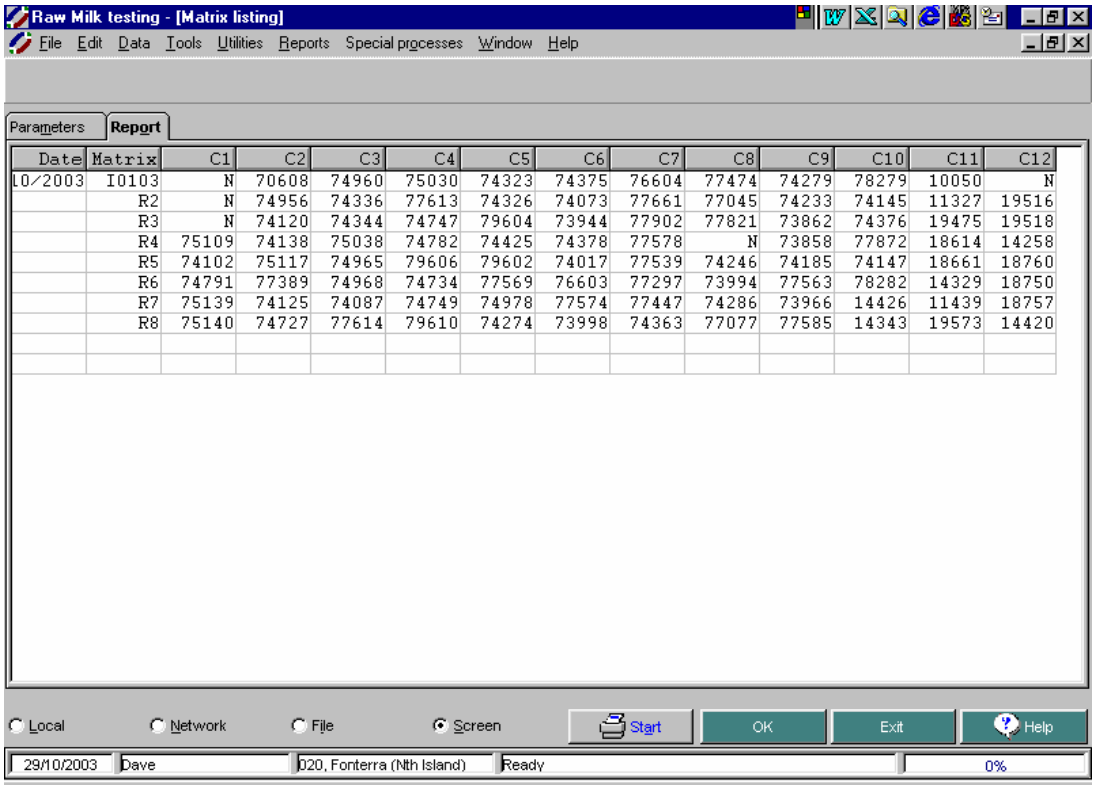
(See next page)



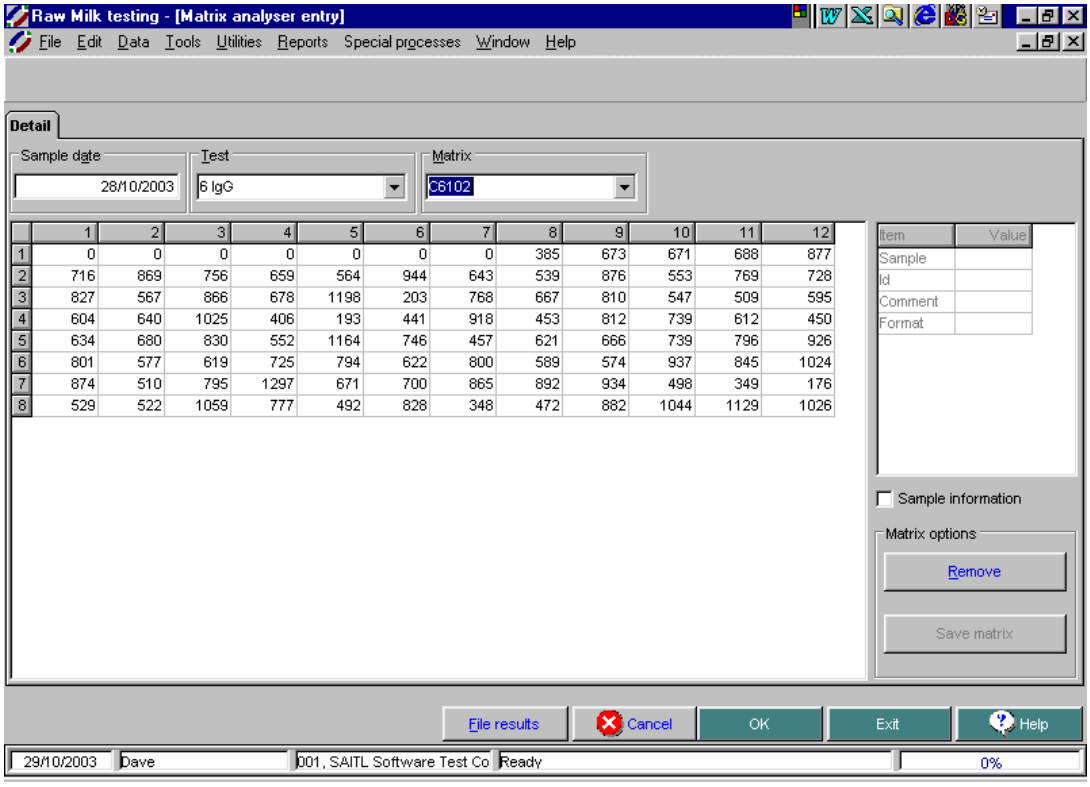
2. Samples are tested on automated instruments or manually and results entered accordingly. The following screen depicts automatic data capture and result entry from a Foss BactoScan:



Other assays are performed in a standard 12*8 micro titre plate format. The following screen depicts a madcap defined sample identification matrix in a standard format:

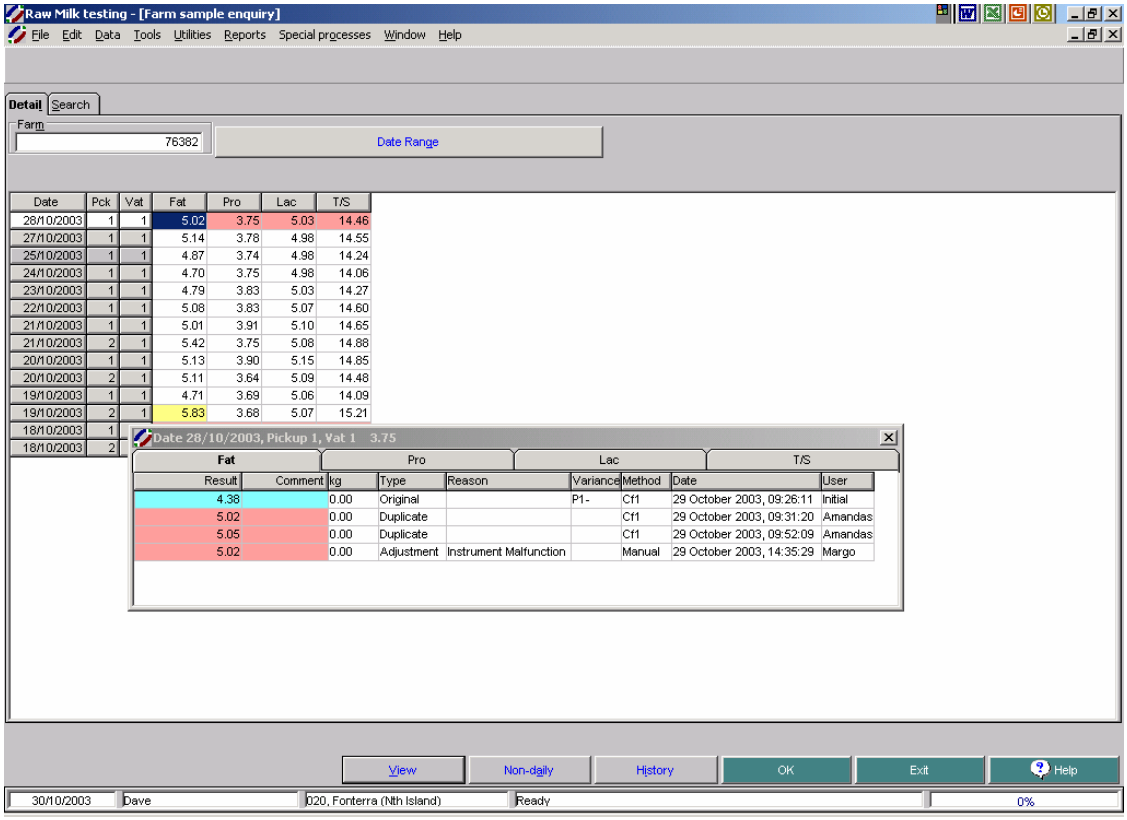


Results are automatically captured in a defined format from a device such as an ELISA reader or a Nephelometer:



After quality control procedures are completed, madcap is used to match the sample identifier to the appropriate result and results are filed.

3. Supplier results are maintained in individual records with full traceability of variances and retests. The following screen depicts the component records for an individual supplier with details of retests for fat on 28/10/03:



4. Results, which meet all quality control parameters, are released for transmission, and are automatically compiled into a file every 20 minutes and transferred electronically in an agreed format to the client.
5. Results which exceed quality control parameters, or which may result in a penalty being applied to a supplier, are captured by madcap and not released to the transmission system. All captured results are individually examined, adjusted if appropriate, and authorised for release to the transmission system.

Madcap has proved robust and reliable and we are able to configure most changes and new operations in-house. We have had minimal need for urgent Contec assistance in case of system failure but have received prompt and excellent service when required. We have a requirement each dairy season for madcap modifications and improvements, and receive prompt and economical service.

I would welcome any enquiries from your clients.

Yours sincerely

Dave Malcolm
Technical Manager

This reference was written by Mr Dave Malcolm M.Sc (Hons), who is Technical Manager of the SAITL Dairy laboratory (The largest Milk Testing Laboratory in the Southern Hemisphere). He has been associated with the milk testing industry for the past 25 years and currently sits on a number of national and international bodies in this field. Mr Malcolm is currently the Chairman of the Standing Committee for Analytical Methods for Additives and Contaminants for the International Dairy Federation.