



CANADIAN LEADER 2010

Eric Hoffman, PhD

President, **Activation Laboratories**

We are delighted to recognize Eric Hoffman and Activation Laboratories for outstanding leadership in Canadian innovation. Eric understood, ahead of the curve, the potential that powerful analytical technologies could bring to industry. Activation's growth to global leadership in analytical capabilities, especially metals analysis has enabled break through insights in biotechnology. Eric's success was built upon sustained scientific and technical innovation, provision of highest quality services and excellent customer service.
Fred Haynes, Publisher.

In the late 1970's, through the development of both my postgraduate research and other research in the field, I recognized that there were powerful analytical technologies developing, but they were not transitioning to industry. As a result, Activation Laboratories Ltd was founded in 1987 and established the first commercial neutron activation analysis laboratory, the first in a line of innovative technologies developed at our company. As one analytical technique would not be able to solve all of our customers' problems, our highly skilled scientists have continually identified and developed new technologies to solve these problems. We have grown our analytical capabilities and have now become a global leader in metals analysis. In the late 1990's, it was this expertise in metals analysis that led some of the largest pharmaceutical companies to solicit our services to solve their problems, beginning our foray into the life sciences sector. Since then, our capabilities have grown to include: physical characterization services of pharmaceutical and biotechnology products; method development and validation services; bioanalytical testing of proteins, metabolites and metals; biomarker discovery and screening; analytical chemistry services; stability testing; immunological and microbiological testing. In September of 2009, citing our long history of being a leader in developing innovative solutions, the Federal Minister of Science and Technology recognized us as a Canadian Innovation Leader.

Our success cannot be attributed to innovation alone. Our mission has always been threefold – develop innovative solutions to better solve our customer's problems, provide the highest quality services and offer excellent customer service. We are a cGMP and GLP compliant laboratory with our Health Canada establishment license and we are FDA-in-



spected and registered. We were one of the first laboratories in North America to obtain the ISO 17025 accreditation, the main standard for testing and calibration laboratories. Our QA/QC team, in conjunction with our scientists, has developed and put in place a quality system that ensures that we offer the highest quality services and it has received praise from a number of auditors.

Customer service is the third pillar of our mission that has led to our success. Since our inception, I have attended conferences, learning about potential customer's painful experiences with other laboratories. As a result, we continually strive to make the customer's experience trouble free and be flexible to their needs. We work to customize our solutions to our customer's budgetary, time and analytical constraints.

With our customers' best interests in mind, combined with our focus on quality, innovation and service, we will continue to be a global leader. www.actlabs.com



Top right: Activation Laboratories president being awarded a Canadian Innovation Leader certificate by the Federal Minister of Science and Technology (left-right: Eric Hoffman, President of Activation Laboratories Ltd; The Honourable Gary Goodyear, Federal Minister of State (Science and Technology); David Sweet, Member of Parliament)