toolpoint
FOR LIFE SCIENCE

Annual Report 2012

Enhancing Life Science

Annual Report 2012

Contents

1. The Toolpoint Cluster develops!

The world economic crisis and subsequent Euro crisis pose great challenges for all industries. In particular, the strong Swiss Franc was an issue for all export orientated companies. This was no different for the Toolpoint members than for the rest of the industry. Fortunately the Euro rate was stabilised and there was an agreed level to concentrate on. Market position was secured through innovative products and good concepts in the field of supply chain. This challenge was successfully met by all Toolpoint members.

Toolpoint tried to help all of its members to master those challenges. Toolpoint itself reduced its costs and built up new services. We are pleased about the successful realisation of these initiatives. The financial report shows that Toolpoint will soon be out of debt.

Top service, quality and reliability are important requirements for good products. Far more profit can be generated through good service than from merely selling products. We therefore decided to give all members and the whole of the industry in Switzerland the possibility of accessing the Remote Services.
Last November, Toolpoint organised the first Remote Services Forum in Switzerland in the hotel Seedam Plaza in Pfäffikon. The event was a tremendous success.

Success is closely linked to valuable employees, and the battle for talent is raging in Switzerland.
Toolpoint has realised this and we ensure that we promote our members' workplaces and jobs through different activities. Toolpoint attracted attention for itself and its members through selective actions.
The partnership with the Veronika and Hugo Bohny foundation gives us the possibility to award prizes for the best bachelor theses in life science, that were written in collaboration with industry.
The award was presented to three student teams last September who had prepared well written bachelor theses during the MipTec. The poster prize award was given to a young international scientist.
Through such initiatives, Toolpoint is showing that finding young talent in research and engineering is important.

The Toolpoint team

2. Highlights of the Year

Change in Toolpoint Partnership
This year Credit Suisse stepped down from its role as Toolpoint's finance partner. The partner concept at Toolpoint is thus currently based on only three of the four pillars: Marketing & Consulting, ICT and Risk. Discussions about finding a suitable replacement are being held.

New Members
During this business year, Toolpoint expanded its membership with six new companies: milani design & consulting AG, Andrew Alliance, Volpi AG, Bioengineering AG, Grütter AG and Komax Medical AG.
The following companies resigned their membership during the year: AwTec, Büchi, MMI and Dynetix.

Apprenticeship Promotion Programme Shows Continued Success
Toolpoint helped to establish new apprenticeship positions by supporting and guiding the apprenticeship promotion office. The office aims to support apprenticeships in eight towns in the region of Meilen. Due to their efforts, 15 new apprenticeship positions were established this year. They also succeeded in finding new positions for two trainees, and convinced the companies where apprentices had dropped out to keep up their offer to train apprentices. The work of the apprenticeship promotion office is still needed and much in demand.

Remote Services Forum
Toolpoint organised the first Remote Services Forum in Switzerland in collaboration with the German company Karl-Heinz Sauter Services and Consulting GmbH. The Remote Services Technologies are deployed in the field of service and quality, and help to control products more efficiently and to provide services to clients.

Foundation of the Supply Chain Management Expert Group
Supply Chain Management is important for manufacturing operations. Toolpoint founded this expert group in collaboration with a number of members. The expert group serves heads of production, purchasing, quality and service managers. The expert group has the potential to work along the Supply Chain and to form part of the Product Life Cycle.

Foundation of the Innovation Management Expert Group
A number of core members established the Innovation Management expert group last autumn. The expert group will be an exchange platform and will be built up further in 2013.

Bachelor Award
Toolpoint gives prizes, in collaboration with the Veronika and Hugo Bohny foundation, for the best bachelor theses compiled between academic institutions and industry which focus on a life sciences topic. Three students were awarded a prize at the ceremony at MipTec in Basel.

Toolpoint Members 2012

Needs (upward arrow)

Technologies and Knowledge (downward arrow)

Fachhochschulen:
Hochschule Rapperswil
ZHAW, Wädenswil

Forschungsinstitutionen:
Fraunhofer Institut, Stuttgart

Private / SMEs (KMUs):
Ditabis, Pforzheim
Grütter AG, Hombrechtikon
Infoteam, Stäfa
Integra- Biosciences, Zizers
Invetech, Volketswil
Jossi, Islikon
Komax Medical AG, Rotkreuz
Milani Design & Consulting, Thalwil
Noser Engineering
Seyonic, Neuchatel
Surface Contacts, Saarbrücken (D)
Volpi AG, Schlieren
Weidmann Plastics, Rapperswil
Xavo Systems, Basel

**Start-Ups:**
Ascomp, Zürich
SuSos, Dübendorf

Stock exchange listed:
Mettler Toledo, Greifensee
Qiagen, Hombrechtikon
Stratec Biomedical Systems,
Tecan, Männedorf

Private / SMEs (KMUs):
Bioengineering Wald
CTC, Zwingen
CSEM, Neuchatel Alpnach
Gilson, Paris
Hamilton, Bonaduz
Sias, Hombrechtikon

Start-ups:
Insphero, Technopark Zürch
Andrew Alliance, Genf

Toolpoint aims to promote innovation in lab automation. We do this by bringing our members together to address current life science themes and market demands. This takes places on different levels. All activities follow the goal that a group of companies can achieve more than a single company on its own.
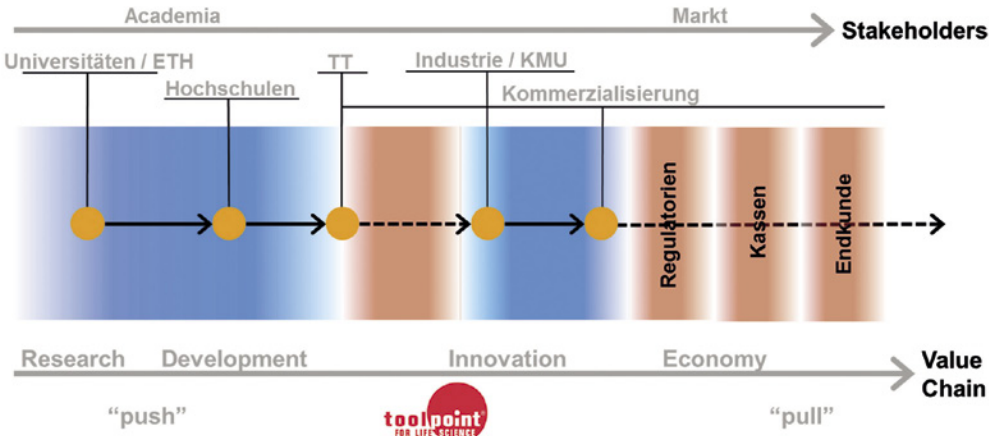
Through active partnerships with academic institutions, we are aware of current scientific research. By being the contact for client groups, we try to identify common topics and to implement them together with our members. This led, for example, to www.sila-standard.org or the "Development of Standard Test Procedures for Quantifying Carry Over from Fixed Pipetting Tips in Liquid-Handling Systems".

3. Information about Fields of Application

Toolpoint's activities and services can be divided into six so called fields of application. These correspond to the structure used in cluster theory:

- 3.1 Innovation and Technology
- 3.2 Networking
- 3.3 Education/Human Resources
- 3.4 Commercial Collaboration
- 3.5 Policy Action
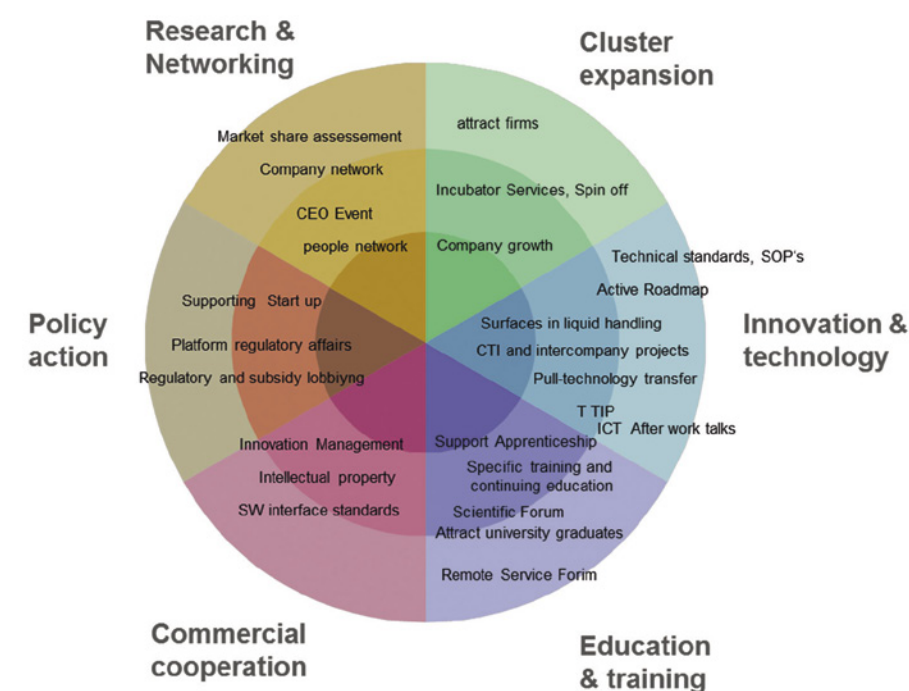- 3.6 Cluster Expansion

Fig. The Cluster Initiative Target Board by Örjan Sölvell, Göran Lindqvist and Christian Ketels, extract from The Cluster Initiative Greenbook (Stockholm: Bromma tryck AB, 2003) 27, supplemented by Toolpoint specific services.

3.1 Innovation and Technology

Our well validated Technology Assessment Process again formed the basis for the members' needs survey. The process relies on 1:1 feedback and dialogue and is conducted twice a year, with the aim of identifying common interests by gathering information about individual companies' future requirements. The results of the feedback, dialogue, and the findings of the Roadmap Team (RMT) were then consolidated and presented anonymously to the member companies. In the course of this procedure, common denominators emerge which provide indications as to whether there is sufficient support for new projects and proposals in the members' community. To secure necessary expertise, academic institutions and external companies were involved in the assessment process. Based on this, potentially interested member companies can decide whether they wish to participate in the evaluation stage, help to determine specific goals and budgets, and ultimately decide whether or not to take part in the final project

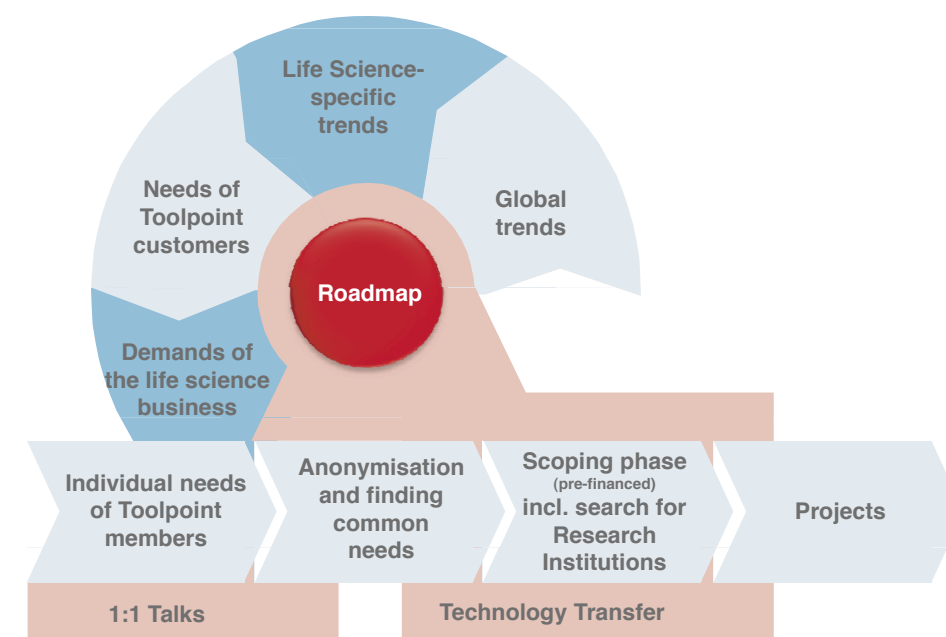The process is shown schematically in the diagram below:

Fig. The Toolpoint Technology Assessment Process

3.1.1 Whoch6

W⁶ (www.whoch6.ch) is a consortium set up as an initiative of the Swiss government (BBT und KTI/CTI). W⁶ supported Toolpoint in organising events, notably the Scientific Forum, the ICT After Work Talks and the T-TIP Seminars (T-TIP stands for Toolpoint's Technology Information Platform).

The W⁶ programme came to an end at the end of 2012. Toolpoint would like to thank KTI for its annual support and Nick Alexakis and his team from W⁶ management. Toolpoint now has to invest along with its members to provide the services that were supported by W⁶.

3.1.2 Roadmap Team

The Roadmap Team (RMT) constitutes Toolpoint's "Think Tank". On one hand, it periodically updates the existing Toolpoint Roadmap, and on the other it considers topics that are of a more general nature or, in terms of a time horizon, would transgress subjects discussed at other expert committee meetings. The RMT thus acts as an "early warning system" to identify alerts on market-relevant technological and other developments. The information gathered in this way serves as the basis for recommendations and decision-making in the life science domain.

The following topics are among those regularly checked for trends and their relevance for future developments in life science:

- Health markets (growth markets, maintaining and improving health, new distribution channels e.g. health centres).
- The integral view (human being within a holistic approach, human attention AND ultra-medicine).
- Networking in the LS industrial sector (focusing AND interconnecting, competition).
- Systems biology (first concrete applications, future visions as drivers); see also 3.1.4.
- POC (Point of Care: individualisation, personalisation, and decentralisation).

In 2012, Toolpoint launched the Technology and Innovation Day. The goal of this event is to find common fields for project collaborations. The programme will continue over the coming years.

3.1.3 Current Technology Projects (overview)

Many Projects since the Founding of Toolpoint

Since the founding of Toolpoint, 31 projects have been carried out in relation to the Toolpoint activities. After the process of evaluation by our members, 16 of these projects were converted to the scoping phase. For 12 projects it was considered that there was no possibility of completing them successfully.

The reasons why 5 projects were eliminated between the scoping phase and project phase are as follows: 1 project became integrated into another project, 1 project was considered to be too competitive and 3 projects are on hold.
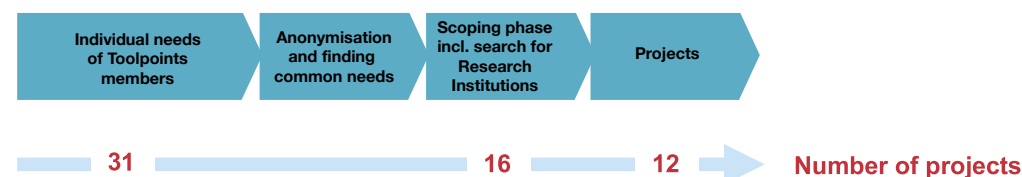

Fig. Technology projects by Toolpoint and their development stage.

3.1.4 Further Activities

Symposium Lab Automation (at the ILT in Rapperswil) (Toolpoint meets academic institutions)

**The Swiss Symposium on Lab Automation, organised by the Institute for Lab Technology (ITL), took place at Rapperswil College on February 2nd. The Symposium offered specialists from the fields of instrumentation and automation an excellent platform for knowledge exchange as well as the opportunity to meet potential cooperation partners.
The conference premises with their numerous exhibition stalls turned out to be an ideal networking venue for the participants.**

Technical presentations by experts from the field and numerous examples of successful cooperation between industry and academic institutions constituted the core of the symposium. On numerous occasions, the importance of a well-functioning network was brought to the attention of the participants, whereby Toolpoint Cluster received repeated praise for its crucial contributions.

IVD Industry Connectivity Consortium (IICC):
Toolpoint is still a "General Interest Member" of the IICC:

SystemsX.ch
Toolpoint is still in contact with SystemsX. There were no corporate activities in 2012. Toolpoint acknowledges that the system biological approach of SystemsX is trendsetting. The collaboration and the shared network should bring the parties involved the following benefits:

For the industry:	formulating visions, generating valuable input towards improvement of measurement and robotic systems, and developing innovative products for the future.;
For SystemsX/academic institutions:	identifying expertise available within the industry and, potential future partners for joint projects;
For both:	pioneering novel developments related to, or inspired by, systems biology and related fields, e.g. synthetic biology.

Competence Centre for Medical Technology (CCMT)
Toolpoint remains connected to the Swiss Med Tech Cluster. The collaboration is based on using synergies and on supporting each other's activities. Toolpoint publishes all activities of the Swiss Med Tech Cluster which could be interesting for our members.

3.1.5 SiLA

SiLA Becomes Independent Association

With effect from January 2012, SiLA's status changed from a Toolpoint project to an independent association. Within a very short period of time, the SiLA organisation – founded by Toolpoint in 2009 – established itself as the basic standard for laboratory automation in the bio-pharmaceutical sector. This internationally oriented organisation with Swiss roots now consists of 33 members – including leading device manufacturers, software engineering service providers, system integrators, research institutes and bio-pharmaceutical companies. Due to the great success of the SiLA consortium, Toolpoint, the organisation of the Swiss Life Science Tools sector, has now decided to convert SiLA into an independent, globally active organisation.

Toolpoint and SiLa will continue to work closely together where it makes sense to do so and will regularly exchange information.

Standard Interfaces deployed to Overcome the weak Euro

Hombrechtikon (Canton of Zurich), 10 January 2012 – **With confidence in Eurozone countries dwindling, the Swiss Life Science Tool sector is, like others, feeling the effects of the weak Euro. In export-driven sectors like this, innovative solutions are required in order to be able to further reduce costs – for example with the SiLA interface standard initiated by Toolpoint. From January 2012, the standardisation organisation will be managed by the SiLA consortium – independently of Toolpoint – with a view to promoting international standardisation even more quickly.**

Within a very short period of time, the SiLA organisation has established itself as the basic standard for laboratory automation in the bio-pharmaceutical sector. The internationally oriented organisation with Swiss roots now consists of 33 members – including leading device manufacturers, software engineering service providers, system integrators, research institutes and bio-pharmaceutical companies. Due to the great success of the SiLA consortium, Toolpoint, the organisation of the Swiss Life Science Tools sector, has now decided to convert SiLA into an independent organisation.

Accelerating the Drug Discovery Process

As a lack of industry standards had been hindering simple and rapid integration of devices into existing and new laboratory automation systems, Toolpoint dealt with the problem in response to enquiries from bio-pharmaceutical companies and established the international standardisation organisation SiLA (Standardisation in Lab Automation) in 2009. The standards introduced by SiLA help research laboratories to handle the drug discovery process more efficiently. This accelerates drug research and reduces losses as the result of inefficiency, enabling research funding to be used in a more practical way. End-users benefit as a result.

One of these standards is the so-called 'Device Control and Data Interface Standard (DCDIS)'. It defines an Ethernet-based interface for device control and data exchange, facilitating the implementation of common command sets for all important device categories used in laboratory automation. These command sets have been specified for over 30 device categories and are available to SiLA members for use in their development and system integration projects. The DCDIS standard is widely used in High Throughput Screening (HTS) systems, in which tens of thousands of chemical substances must be targeted and identified.

An increasing number of device manufacturers are implementing SiLA interfaces as fully integrated device interfaces and in the form of interface converters or software drivers. Several SiLA software partners are developing products which support the new SiLA standard.

Further information on Toolpoint and SiLA is available at: www.toolpoint.ch and www.sila-standard.org

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Further information at www.sila-standard.org

3.1.6 Toolpoint Technology Information Platform (T-TIP)

Due to a lack of topics, Toolpoint did not organise a T-Tip event in 2012. There are T-Tip events planned for 2013.

3.1.7 Scientific Forums

Toolpoint plans 2 to 4 Scientific Forums per year at which speakers, selected from among customers, universities, network partners, and other exponents from the field of technology, give presentations on current topics in the field of Life Science.

The event is traditionally held in the Hombrechtikon community hall and culminates with drinks. It is geared, depending on the topic, towards the following employees of Toolpoint member companies: R&D departments, production or division managers.

The Scientific Forums are sponsored by:

**Canton of Zurich
Department for Economic Affairs
Office for Economy and Labour**

7.5.2012: Unitectra:
Technology Transfer between Industry and Universities
Adrian Sigrist is the substitution director and manager in the field of Life Sciences at Unitectra.
The cooperation between industry and universities is extremely important. Knowledge transfer benefits companies, graduates and, ultimately, everyone. Innovation is the key to success, but that success depends on marketing. In contrast to companies, universities often have enough time and less competition to research and to bear innovation. But on the other hand, academic institutions have less possibility of introducing their findings to society. Unitectra realised this problem and made it to their duty to bring universities and industry together and support competition in the Swiss market. Mr. Sigrist provided convincing arguments for the importance of knowledge transfer and introduced the work of Unitectra to the Toolpoint members.

5.11.2012: Design to Target:
Optimised Innovation in the Area of Surfaces
Samuele Tosatti is one of the founders and directors of SuSoS. Lukas Schuler is one of the founders and Co-CEO of xirrus GmbH. Both companies are active members of Toolpoint and support the intercompany teamwork.

With their work they support clients in the field of material and surface functionality by optimising their approach, minimising risk and providing non-profit actions through the use of a simulation system. "Design to Target" is the procedure for achieving a successful surface in seven steps.

3.1.8 ICT After Work Talks

Staged three to five times a year, ICT After Work Talks are targeted at development engineers within the member companies who specialise in software or system engineering. Discussions focus on Life-Science topics in the field of communication technology (ICT). Depending on the topic, the presenting participants may be members, other cooperating clusters, or enterprises with an interesting applications track record.

7.03.2012: Social Media
Social media is the growing media. Social platforms like Facebook, Twitter and Wikipedia increasingly take precedence for surveys, marketing and market research. The potential of this relatively new source of information is significant and highly interesting for the life science branch. This was confirmed by the substantial interest shown in the event.

The speaker, Liên Thai, focused her presentation on opportunities and risks, social media and how to approach social media-strategies.

30.08.2012: Test-Driven Development and Mock Objects
with Eclipse CDT, CUTE and Mockator
Test-Driven Development leads, if well used, to a competent and correct program code. That code contains at its establishment a full automatic test set. For Java and C# there are excellent IDEs to support TDD and the necessary refactoring. The IFS works on establishing a similar support for C++ in Eclipse CDT.

In 2011, the CUTE plug-in also received, beside the Unit Testing, support for TDD Mock Objects which are available for free.

The speaker, Prof. Peter Sommerlad, presented the Tools and TDD methodology using examples.

07.11.2012: Factor of Success: Costumer Focus
To Face Challenges with Intelligent Service Models
PIDA's self-established Customer Care Concept helps to find practical solutions to build up client knowledge and handle client requests quickly and in accordance with high standards. The result of this customer experience leads to the perfect mix of selling performance, optimised service efficiency and loyalty of clients and employees. The speakers, Werner Hoppler, chairman of the management board at PIDAS and Frédéric Monard, Head of Consulting and member of the management board at PIDA, discussed typical problems and practical solutions using examples.

3.2 Networking

3.2.1 Participation of Toolpoint at MipTec

MipTec is the biggest Drug Discovery Congress in Europe and, as such, an excellent platform for Toolpoint to present itself. Unlike last year, Toolpoint had a booth to itself as SiLA presented itself independently for the first time.

MipTec was used as a chance to meet new contacts and known Toolpoint members.

The following Toolpoint members were exhibitor at MipTec 2012:
• Hamilton
• Infoteam
• Integra Biosciences
• Mettler Toledo
• Qiagen
• Seyonic
• SiLA Toolpoint
• SLAS
• SystemsX
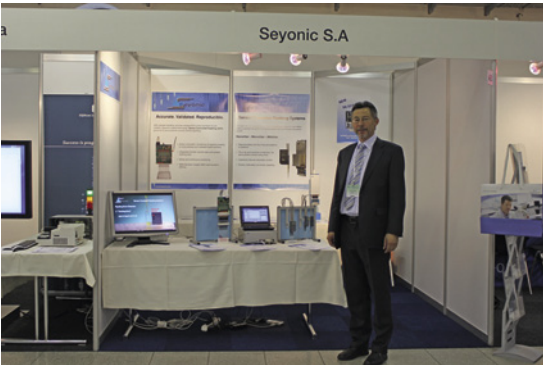• Tecan
• Weidmann
• Xavo

Fig. Impressions of the exhibition

3.2.2 Poster Awards by Toolpoint, Sponsored by the Veronika & Hugo-Bohny-Foundation

Also this year the "Awards for Young Scientists" were presented at the Mip Tec. It was the first year where the prize was sponsored by the Veronika & Hugo Bohny foundation. The submitted posters were appraised and classified by an independent jury of professionals and the quality of the work was outstanding.

The awards were granted as follows:

1st prize   € 1,000
2nd prize   € 500
5 third prices each € 200

This year's winners are:

1. Place – poster by Timon Bussinger (CHF 8'000.–)
2. Place – poster by Patrick Hug and Jonathan Laumer (CHF 4'000.–)
3. Place – poster by Yvonne Werner and Pascal Fahrni (CHF 2'000.–)

Hombrechtikon 27. September 12 – **Timon Bussinger, a Bachelor degree holder from the FHNW University of Life Sciences, was awarded 1st prize for his exceptional thesis in the area of Life Sciences. Bussinger investigated the use of an inline refractometer for determining the lactic acid content in grass silage. This represented an important contribution to process optimisation in the area of „green refining". The prize, awarded for the first time by Toolpoint and the Hugo Bohny Foundation, is endowed with 14,000 Francs.**

Timon Bussinger, a 26 year old from Hoelstein, completed his Bachelor degree with a focus on chemistry at the FHNW University for Life Sciences in Muttenz. On behalf of Schmidt + Haensch GmbH, a company specialising in optical measurement technology, he carried out his thesis at the university in Muttenz and at the company's head office in Berlin. He investigated the use of an innovative inline refractometer for determining the lactic acid content in grass silage.

An Important Contribution to the Area of Renewable Commodities
Lactic acid from renewable commodities (grass) is one of the most important platform chemicals in the so-called area of „green refining" and is used, for example, for manufacturing bio synthetic materials. „With my work I was able to show that the lactic acid concentration can be successfully measured online using a refractometer. This is also possible directly in the grass silage with only a few additional orientation measurements," explained the newly-crowned winner. „I am delighted that my work has been recognised. And the prize will certainly be an asset when I start looking for a job, as it is additional evidence of my technical abilities."

Bachelor Prizes as Encouragement for Young Scientists
In 2012, prizes for outstanding theses were awarded for the first time by Toolpoint, a non-profit-organisation in the Life Sciences Tool sector together with, together with the Veronika and Hugo Bohny Foundation. Timon Bussinger received 8,000 Francs for his 1st place. Patrick Hug and Jonathan Laumer were awarded second place and received 4,000 Francs for their work „Pneumatically activated arm with simulation of the shoulder and elbow joints". Yvonne Werner and Pascal Fahrni received 2,000 Francs for their third place with their work „Thermal analysis of Schoggi in the cooling channel". The second and third place winners studied at the ZHAW School of Engineering. Jury member Hugo Bohny was impressed by the performance of the graduates, and emphasised the importance of working with young scientists for the Life Sciences industry: „We depend on good young scientists. With this prize we want to encourage students to deliver high quality performance, and also to make the public aware of the diversity of the Life Sciences industry".
The prize was awarded during MipTec, Europe's largest conference for pharmaceutical research. The prize will now be awarded annually.

Veronika and Hugo Bohny Foundation
The Veronika and Hugo Bohny Foundation was set up by the couple in 2008 to support, amongst other things, entrepreneurial initiatives and innovations.
A prosperous national economy depends on innovation and the breeding ground for this can be found in universities. During his career and as a risk capital pioneer in Switzerland, Hugo Bohny provided assistance to many entrepreneurial initiatives from the initial financing through to successfully establishing companies in the market. The knowledge of the need for innovation and entrepreneurship prompted the foundation to support these at their source i.e. in the universities. Together with Toolpoint, an independent and established cluster in the Life Science area, prizes are awarded to outstanding theses that accelerate the transfer of knowledge and technology and thus promote innovation.

3.2.3 CEO Event "Top of Toolpoint"

The CEO Event took place on June 14th at the "Zunfthaus zur Zimmerleuten" in Zurich. Several interesting speeches were given on the topic of "top of Toolpoint":

- Mr. Stefan Räbsamen, Partner at Pricewaterhouse Coopers AG (pPwC): "save Swiss Francs in the crises"
- Mrs. Sasha Hugentobler, Euresearch: "Presentation of Euresearch"
- Mr. Dr. Beda Stadler: "Meaning of KTI and its use for the Swiss market"
- Mr. Anthony Corbaz: "Labs of the Future – How Technology can drive R&D efficiencies and productivity gains"

The round of presentations was followed by a networking dinner.

3.2.4 Life Science Zurich

Life Science Zurich is a joint venture initiated by the University of Zurich and the ETH Zurich to promote Zurich as an international centre for cutting-edge research, first class education and economic innovation in the field of the life sciences.

Life Science Zurich establishes cooperation networks that bring together the major stakeholders in academia, industry and the public sector. LSZ supports a strong and modern life science curriculum in primary and secondary education. LSZ aims to offer one of the best doctoral schools worldwide in the field of the life sciences, and to prepare young researchers to develop into tomorrow's leaders in life science research, industry and society. In addition LSZ stimulates dialogue between academic institutions, the wider public and industry and creates an atmosphere of mutual understanding, respect and trust.

The network organised several events in 2012. Further activities and one big event are planned for 2013. The partnership with San Francisco will enable the exchange between the two areas in the network group. A partner event is planned in Zurich.

3.2.5 ELRIG

Toolpoint cultivates a constant exchange and contact with ELRIG (European Laboratory Robotics Interest Group).

3.2.6 SBA

Toolpoint is a member of the Swiss Biotech Association and is regularly represented at the "General Assembly".

3.3 Education

3.3.1 Human Resources Expert Group

The HR expert group met twice this year, in December and June, to discuss urgent issues in the field: efficient recruiting, internship programmes, centralisation of student application management, marketing, and experience exchange among HR specialists. The prime topic this year was "recruiting to match the economic growth".

The HR expert group organised graduate recruitment events at three different universities, where students were informed about issues pertinent to the life science industry by and large, and to the operations of our organisation in particular.

Throughout the year, and especially during exhibitions and events, we discussed employment opportunities with a host of companies. The Toolpoint flyer was distributed among students and contained information about the range of disciplines covered by Toolpoint, as well as a list of Toolpoint companies with their web links.

Fig. New Display

3.3.2 Recruiting of Talents on Academia

The Toolpoint representatives, Claudia Strahm and Marc Leuzinger, observed that this year students were able to identify our organisation more readily, and they would approach us with well prepared, targeted questions.

Fig. Presentation from companies to students

ZHAW Graduation Day, Winterthur (15.3.2012)

For the ninth consecutive year, Toolpoint attended the ZHAW graduation day in Winterthur and connected the eight Toolpoint member companies to the graduates. Discussions with ca. 30 interested students were held.

Thanks to the 'Toolpoint Job Flyers' it was possible to show to the students quickly and easily which degrees are requested by which companies. The students could inform themselves about the jobs using link that was given on the flyer.

The different working locations were shown to the students on a map. Some of the students said that they will send Toolpont an application, which we will forward to the HR leader.

The graduation day was well attended but it was obvious that, compared with last year, there were fewer students with majors in biology or chemistry. The reason for this could be that the concentration on this major is centred in Wädenswil.
The preparation and organisation done by the organisation committee was professional and faultless.
Over the past eight years it has become clear that Toolpoint is acknowledged to represent the industrial sector by students. It is increasingly common for students to visit our stand with prepared and targeted questions. This is due to information being provided in advance in fair guides and publications.

The 2012 graduation day was a success for Toolpoint and the eight representative member companies.

HSR Job Market, Rapperswil (28.3.2012)

Toolpoint marked its presence for the seventh time at the job market in Rapperswil, and was represented by our colleagues Marc Leuzinger and Claudia Strahm. With classes cancelled, students had ample time to explore a range of possibilities offered by diverse enterprises present at the exhibition.

ETH Polymesse, Zurich (24.4.2012)

For the seventh consecutive year, Toolpoint presented its industry partners at the "ETH Zürich Polymesse", the largest recruiting fair in Switzerland. Increased interest on the part of the students, presumably due to the current economic situation, was clearly evident.

The benefit for the members of the "expert group" recruiting:
- Annual presentation of your company to 400 new engineers
- Increase the publicity of your (young) company
- …at currently 16% of the effective costs

3.3.3 Remote Service Forum 2012

Through the collaboration with Toolpoint, the first Remote Services Forum took place on 20. November 2012. The event at the SEEDAMM PLAZA in Pfäffikon received great interest.

Fig. At the Remote Service Forum in Pfäffikon

A Look into the Future at the Remote Services Forum
Hombrechtikon, 26. November 2012 – **Less idle time and faster assistance in the event of technical problems: The Swiss Remote Services Forum shows how, in the future, it will also be possible to monitor and maintain highly complex machines and robots without on-site specialists.**
Karl-Heinz Sauter Services und Consulting GmbH, together with Toolpoint, the non-profit-organisation in the Life Science Tool industry, organised the first, Swiss Remote Services Forum. There was a significant amount of interest in the event at SEEDAMM PLAZA in Pfäffikon: managers and project leaders – particularly from the areas of life science, mechanical engineering, electrical and medical engineering – learned a great deal about the possibilities offered by this type of services. The programme contained a good mix of presentations that used real-life examples, highlighted diverse customer needs and identified technical solutions for these. „We received a lot of positive feedback from the attendees", explained Hans Noser, the Managing Director of Toolpoint. "For many companies, Remote Services are not yet at the top of their priority list. I am convinced that we will be able to change that through the forum."

The first Swiss Remote Services Forum received a great deal of interest, and the next event has already been planned for May 2013. There is a great deal of potential in the Remote Services area.
The term "Remote Services" relates to services that are provided via an internet connection. In many cases, this offering is currently restricted to a free hotline. In the future these services will be extended to include error diagnosis, rectification of faults and remote system monitoring by experts. Remote Services increase the effective availability of assets and machinery, reduce idle time and lead to the provision of services that are generally more efficient and thus cheaper.

Due to a high level of demand, the next Swiss Remote Services Forum has already been planned for May 2013 and will be extended to two days. The first day will again be filled with numerous interesting presentations on new areas. On the second day there will be workshops during which solution approaches for Remote Services projects will be developed together with the attendees.

### 3.3.4 Apprenticeship Promotion Programme in the District of Meilen

The "Apprenticeship promotion programme in the district of Meilen" is supported by eight communities: Erlenbach, Herrliberg, Hombrechtikon, Küsnacht, Männedorf, Meilen, Stäfa, and Zumikon. Toolpoint can look back on another successful year. Over the last 4 years, fifty-three new apprenticeships and numerous internship programmes have been launched. We continued our presence in the local press with information about the project, in order to raise the necessary awareness in the community and among potential apprenticeship companies.

Toolpoint maintains a separate website for the apprenticeship promotion programme (www.lehrstellenbezirkmeilen.ch), and supports Brigitte Böhi, the project leader, and Beatrice Erne, her assistant, with management and communication services.

The apprenticeship promotion programme in the district of Meilen created 21 new apprenticeship positions in 2012 and 18 of them have been taken up.
3 apprentices dropped out of their training programme and were relocated to different companies. The apprenticeship promotion programme also managed to take on 7 apprentices with a difficult education background.

Occupational training is a huge interest of Toolpoint. As well as supporting the apprenticeship promotion programme, Toolpoint also carries out public awareness training to ensure that enough talented young people choose an apprenticeship in our industry sector.


3.4 Commercial Collaboration

Fachkreis läuft
Fachkreis geplant
Fachkreis offen
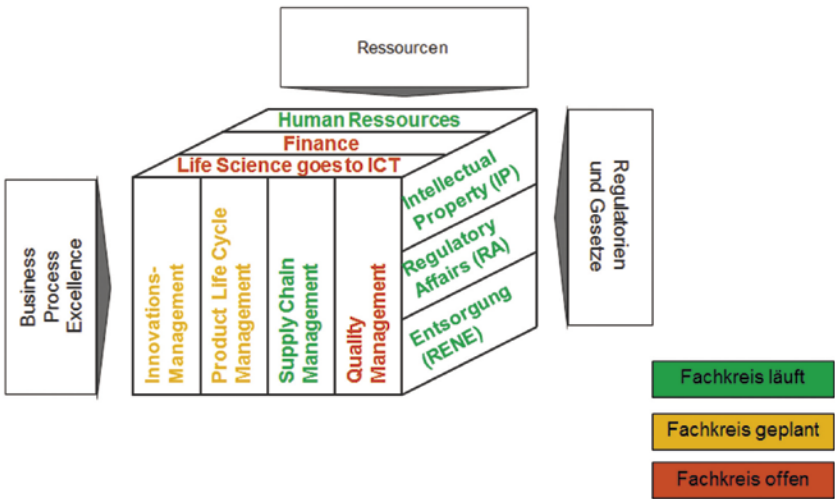
Structure of the Toolpoint expert groups. The advantages of expert groups are:

- Know how exchange between experts in a group.
- Focus on experience and doing.
- Benchmark to other national and international based sectors.
- International exchange between experts from other clusters.
- Collaboration in identified common activities.
- Contact with companies from other sectors.
- Trend analysis.
- Lobbying to politicians, government and other organisations
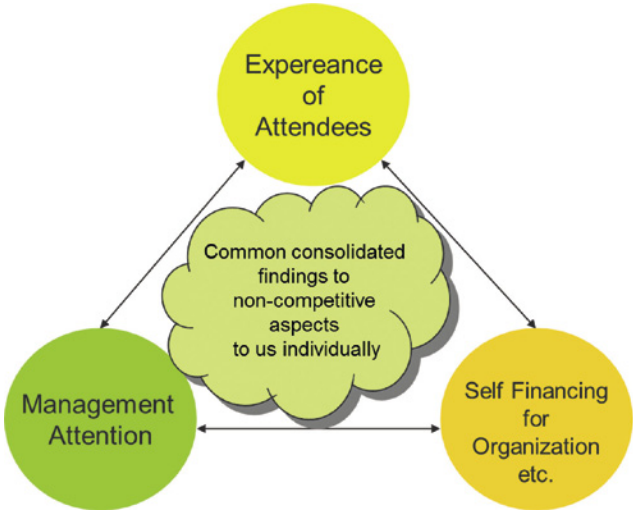
3.4.1 Intellectual Property Expert Group

The goals of the IP expert group:

- Advancement and integration of IP professional competence through intercompany cooperation
- Establishment of a platform for mutually beneficial information exchange
- Standardisation of contracts according to a check list
- Raising communication culture to anticipate potential conflicts

The IP expert group, attended by a neutral IP Attorney, met twice this year and considered the following topics:

- Identification of, and regular updates on, areas and topics of relevance, e.g. RFID.
- Copy rights in poorly regulated markets e.g. China.
- Identification of specialist publications on topics of concern to the industry
- Setting coherent rules for remunerating innovators
- Issuance of a glossary for the Lab Automation Industry.
- Due Diligence
- MSE, patents and new initiatives

3.4.2 Chemistry Waste Disposal Service

Toolpoint offers a waste disposal service (RENE) to all members. Through this service, equipment can be disposed of professionally throughout Europe. The disposal follows the 2002/96/EG guideline. The waste disposal procedure is very simple and can be initialised via our homepage: www.toolpoint.ch.
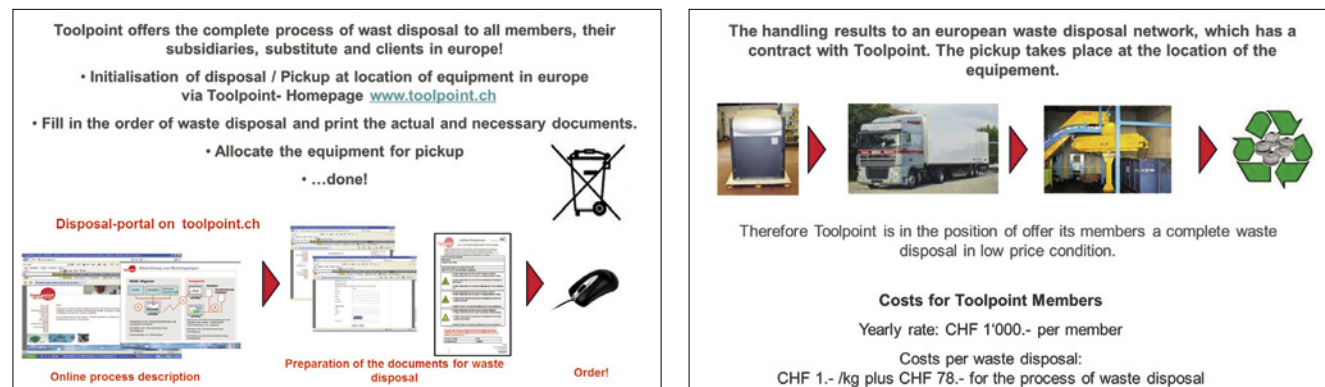
3.4.3 Supply Chain Management Expert Group

The Supply Chain Management expert group was set up in 2012. The group's goal was to highlight the Supply Chain Management process and to exchange information in order to optimise their own Supply Chain. At the moment this expert group does not have enough members. People interested in joining this expert group can contact marc.leuzinger@toolpoint.ch.

3.4.4 Innovation Management Expert Group

The Innovation Management expert group was set up in autumn 2012. The goal of this expert group is to acquire more knowledge about innovation and innovative processes, and to discuss their implementation. We do this through moderated workshops and by regularly visiting remarkably innovative companies from different industry sectors. This expert group shall be further developed in 2013. Interested parties can contact hans.noser@toolpoint.ch.

3.5. Policy Action

3.5.1 Representation of Interests for the Branch (Regulatory Affairs Export Group)

The Regulatory Affairs expert group met twice last year to discuss current regulatory issues. Notable topics that led to actual decisions or recommendations were: applicability of the new guidelines and regulations pertinent to machinery and products, recent changes regarding GAMP5, implementation of the packaging guidelines, safety and labelling, UL requirements, applicability of IEC 62304 regarding software for medical instruments, languages in which operating manuals are to be published, and modifications of the RoHS guidelines.

Alongside the structured overview table of the standards and guidelines applicable for the member companies, the expert group made available a list of experts and representatives within international committees, who can be contacted by members of the expert group for assistance with clarifying more complex regulatory issues. A comprehensive list of useful links for regulatory information was also compiled for use by the member companies.

To provide insight into the activities of the Regulatory Affairs expert group, also to companies that are not represented, the first meeting of the group in 2013 shall be open to all member companies.

3.6 Cluster Expansion

3.6.1 Members

A new member model was introduced in 2011. The model offers different categories of membership:

- Core Member
- Academic Member
- Observing Member
- Supply Member I
- Supply Member II
- Start-up Member
- Partner

This way a required structure was enabled. The Observing Membership is valid for one year, after which a suitable category will be chosen for the company. Toolpoint has established the Model in 2012.

The General Assembly consented to the admission of the following new members, all of whom have made a notable contribution to increasing the competence of Toolpoint:

1. milani design & consulting AG
2. Andrew Alliance
3. Volpi AG
4. Bioengineering AG
5. Grütter Kunststoff + Formen AG
6. Komax Medical AG

Toolpoint committed itself to identifying adequate partners in the area of risk management, finance, ICT, and market & consulting.

The Partnership offers an active collaboration between the partners and Toolpoint and its members.

4. Organisation

Toolpoint's structures remain very lean, and the organisation continues to be entrepreneurially managed. The most important decision-making body is the Delegates' Conference. The Board of Directors provides the basis for decision making.

In 2012, Dr. Martin Brusdeilins from Tecan was appointed to the Board of Directors.

The current members of the board of directors are:
Dr. Michael Collasius (President, existing)
Pius Fink (existing)
Dr. Martin Brusdailins (new)
Giovanni Pisano, (Treasurer, existing)

Advisors: Adrian Stettler (existing, elected until end of business year 2012)
                    Prof. Peter Ryser (existing, elected in 2011)
                    Dr. Philippe Steiert (existing, elected in 2011)

Auditors: Salensteiner Revisionsgesellschaft
                    Reinhard Suhner
                    8268 Salenstein

The Toolpoint Organisation:
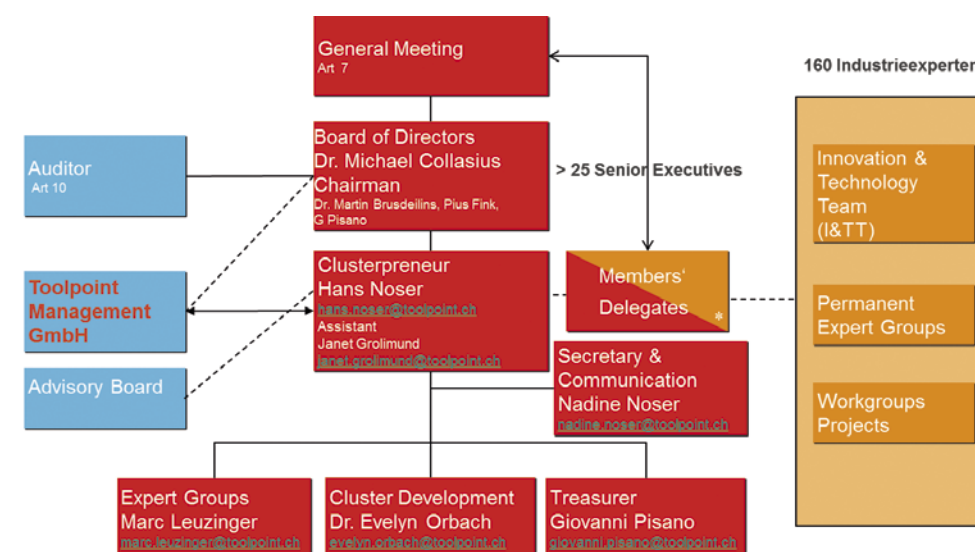
All delegates met once this year for the Delegates' Conference combined with the Annual General Meeting. A second Delegates' Conference was held in the autumn exclusively for Core and Supply I members.

The Delegates' Conference defines programmes for the projects and for Expert Groups. It also serves as a platform for information exchange and for delineating general directions.

Reorganisation in Administration

Ester von Ziegler is leaving Toolpoint after nine years. She will hand over her duties to her successor Nadine Noser, the daughter of Hans Noser, at the GM on April 2nd.

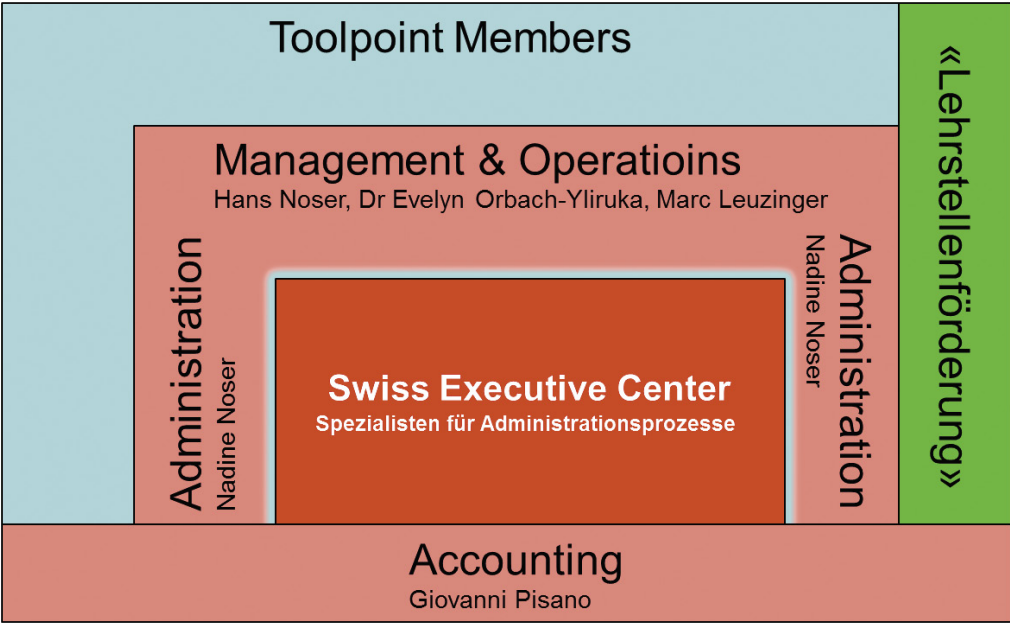The administration was reorganised in 2012 as follows:

Fig. Hans Noser says goodbye to Esther von Ziegler (left) and wellcomes Nadine Noser (right) to Toolpoint

5. Financial Report

	Toolpoint FY 2011	Toolpoint 2012
Revenues		
Membership contributions	161'000.00	160'994.00
Membership contributions (optionals)	141'110.74	110'301.87
Contributions apprenticeship promotion	74'960.00	72'920.00
Contributions of communities for location marketing	16'000.00	16'000.00
Contributions partner	50'042.25	49'814.81
Contributions Whoch6	70'000.00	70'000.00
Bohny Stiftung	–	38'189.80
Other income	2'950.00	2'950.00
Total revenues	**516'062.99**	**521'170.48**

Expenditures		
Cluster management	95'000.00	95'000.00
Project management	112'505.04	95'481.48
Communication & administration	97'341.58	70'075.04
Communicators	18'823.16	17'168.34
Apprenticeship promotion	44'022.63	47'064.62
Optional third party cost (projects)	82'340.50	103'063.27
Bohny Stiftung	–	6'371.90
Diverse expenses	39'590.04	59'845.83
Extraordinary costs/depreciation	9'770.91	7'902.00
Total expenditures	**499'393.86**	**501'972.48**
Profit	**16'669.13**	**19'198.00**

6. Outlook

Toolpoint wants to confront the market challenges and help the industry sectors to continue to develop techniques. Therefore, next year we will do a copious position evaluation and prepare a forecast for the coming three years.

The cluster shall continue to grow. This growth is necessary because we believe that additional members will strengthen the exchange. More members can develop higher quality without additional costs.

Due to the loss of the support of W[6], we will be lacking the relevant capital. We have compensated for this over the last year by building up new services such as the bachelor thesis award, Remote Services Forum or the RENE waste disposal service which help to finance the cluster. To be able to develop the cluster further, we have to keep building up those services and acquire new members. Through this we will be able to develop a strong network.

We launched the Remote Services Forum in 2012. We will continue promoting those technologies and will organise another Remote Services Forum for our members and the industry in Switzerland in 2013.

The award for the best bachelor thesis, founded by the Veronika and Hugo Bohny foundation, will be given out again in 2013. By doing this, Toolpoint will try to increase the popularity of the laboratory technics industry and to encourage young engineers by giving them an insight into a comprehensive industry sector.

We will try to make our RENE service accessible for non-members, but to do this we are dependent on the help of our members: use the RENE service and recommend it to others.

Toolpoint will turn 10 years old in 2013. We will look back and forward during this year.
We will continue to build up the established events and services, and will present our members with a comprehensive offering through which it is easier to generate innovation.

Hans Noser and the Toolpoint team