

 Waters

# Lab Highlights

## TECHNICAL INFORMATION TRANSFER

### WHO HAS INFORMATION AND HOW CAN YOU OBTAIN IT: THE T.L.O. SYSTEM

A system has been put in place within the Waters worldwide organization for the transfer of technical information. This transfer of information is via a system of people called Technical Liaison Officers (T.L.O.'s).

WHAT IS A T.L.O.? There are people in various U. S. regions, subsidiaries and agents who have been chartered to receive, disseminate and collect technical information regarding liquid chromatography. These are the T.L.O.'s. Such people usually have formal qualifications in chemistry, biochemistry or related disciplines and a considerable degree of understanding and competence in LC. They are usually the people who run samples, answer technical inquiries and are responsible for technical support functions. Just as service managers receive information on circuit diagrams, instrument specifications, etc. and marketing managers get brochures, new product information, market thrusts, etc. the T.L.O.'s get current information on chromatography and its applications.

The T.L.O.'s are the repository of all such information and should disseminate it through their own part of the organization as they see fit.

In turn, they should be collectors of such information to funnel back through a central system at Milford for transfer to other parts of the organization. Roy Day is the person responsible for the central information transfer at Milford. Any Intertech inquiries should be directed to Robin Franke.

The T.L.O. system has been in operation for about 3 years and was set up initially to deliver information outside the North American continent and now includes the U. S. regions. Thus, it encompasses all groups dealing with Waters products worldwide.

#### WHAT INFORMATION DO T.L.O's GET?

A NEWSLETTER which contains information of on a wide variety of minor topics and is intended to keep the T.L.O.'s in touch with developments or problems with chromatography.

STATUS REPORTS. These are compilations of data and information which are intended as summaries of our current knowledge in active fields of interest. The status reports released to date are:

1	Ion Chromatography
2	Stainless Steel and Corrosion
3	Very High Speed Chromatography
4	Sugar-PAK I - Ion Exchange Columns for Sugar Analysis
5	Theophylline
6	Anticonvulsants. Epilepsy and Convulsive Disorders and HPLC vs EMIT
7	Polymers
8	Drugs Used in the Treatment of Cardiac Arrhythmias
9	ULTRASTYRAGELS
10	Tricyclic Antidepressants
11	System Tests and Column Plate Counts
12	AOAC Methods
13	A Method for the Post-Column Derivatization of Sugars
14	Automated Sample Preparation for HPLC
15	Antibiotics
16	C <sub>18</sub> Bonded Phases
17	Tricyclic antidepressants - An Update
20	Separations on Bare Silica using Reverse Phase Eluents
21	Cyclosporin
22	GPC-Sample and Solvent Table

If you would like any of these reports, please contact your T.L.O. (see list below). The current list of T.L.O.'s (outside Milford) is:

Country	T.L.O.	Country	T.L.O.
Argentina	Enrique D'Alessio	Finland	Seppo Makinen
Australia	Brian Walker	France	Richard Barbes
Australia	Geoff Kibby	France	Chris Parsons
Austria	Uli Kuffner	France	John MacLennan
Belgium	Frank Zijlmans	Italy	Enzo Redaelli
Brazil	Carl Bergquist	Mexico	Raul Rodriguez
Canada	Alex Newhart	Netherlands	Chris Mol
Canada	Aaron Wolkoff	Puerto Rico	Jesus Torres
Chile	Alex Thumann	South Africa	Dean Milbank
Denmark	Martin Bagge	South Africa	Janet Lovelock
England	Kelvin Hammond	Spain	Ricardo Matas
England (Cheshire)	Brian Wallwork	Tokyo	Chikara Nakayama
Fed. Rep. Germany	Helmut Aigner	Uruguay	H. Passegi Torre
Finland	Timo Nousiainen	Venezuela	Diana Luque
U. S. Regions:	San Francisco Ray Wong	Houston	Darryl Friday
	N. Carolina Dick Schreiber	NY/NJ	Ike Neitring
	Chicago Mike Woodman/Tom Wheat		

In addition to these formal reports, the T.L.O. system has been used to distribute other collections of information on chromatography.

#### THE DATA BANK

For about two years, information on separations has been available on Apple computer diskettes using DB Master software. The index of compounds, matrices and reference numbers is suitable for salesmen to carry with them. The Data Bank is now in its 4th edition. It contains methods for over 1,100 separations of about 2,700 compounds. Carmen Santasania is now responsible for the Data Bank.

T.L.O.'s who have access to Apple computers and DB Master can provide information on these separations. Master copies are available in Milford, Tokyo and Paris. Currently, this data is being transferred to the DEC 350 so that it will be available in all of our labs.

In August of 1983 the first meeting of T.L.O.'s was held in Milford. A second Worldwide Technical Meeting was held in October, 1984. Both of these week-long meetings proved very fruitful for collecting the latest methodology within our ranks around the world. The proceedings of the first meeting have been distributed. The proceedings of the second meeting will be distributed in January, 1985.