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## THE PIONEER IN CLINICAL DIAGNOSIS MR.MARIAPPA MANI

*Mr. Sundarapandiyan Natarajan, Associate Professor, VIMS, Coimbatore, TN*

### SUCCESS STORY AND CASE RESEARCH

#### **Micro Lab: Origin and Growth**

Man's quest for continuous advancement has resulted in rapid improvements in the field of medical science and healthcare. Several related fields such as Diagnostics have been keeping pace with these advancements to make healthcare delivery more effective and easier. Microbiological laboratory at Coimbatore, India has been making its own significant contribution to the field of medical diagnostics in this part of the country.

It was in the year 1977 that a humble beginning was made by Mr. M. Mani, by establishing Microbiological Laboratory, Coimbatore. His mission is to provide the reliable and quality based clinical laboratory services to patients and the health care industry in India at the most affordable costs.

Started nearly 4 decades ago, Microbiological laboratory has been growing from strength to strength. Today it has carved a niche for itself by becoming one of the leading reference laboratories in South India. Specialization in various departments such as Biochemistry, Clinical Pathology, Hematology, Immunology, Microbiology, Serology, Histopathology, Cytogenetic & Genomics state-of-the-art infrastructural facilities to carry out most of the advanced tests and a qualified team of people have made this institution a name to reckon with Micro lab.

The vast network of branches and collection centers extend the diagnostic facilities to every nook and corner of South India. The emphasis has always been on accuracy, precision, reproducibility and speedy reporting at an affordable cost.

Highly trained and courteous team of people and client service representatives with a focus on customer care make each transaction with the lab a pleasure.

The lab has several first to its credit in its home town namely, Coimbatore. As early as 1990 it introduced Auto analyzers in Routine Chemistry, in 1994 it participated in Bio-rad quality control programme, in 1999 introduced drug assays and in 2004 launched the Bio chip array technology. In 2008, Series of immunology tests to identify different types of leukemia. In 2009 to till date – Established various branches throughout Tamil Nadu, Pondicherry, Kerala, Karnataka and continuing establishing Associate Labs in northern States viz. Maharashtra, Madhya Pradesh, New Delhi etc. In 2015-16, He started a regional office and Genomic Centre for Excellence in Bengaluru city in Karnataka State with Microarray, Sanger Sequencing to Next Generation Sequencing to decode the underlying variants in the genome)

## **Vision & Mission**

### **Vision**

*“We will be the unsurpassed leader of diagnostic testing, information and services to the patients, customers and health care industry in India”*

### **Mission**

*“Dedicated to improving the health of patients through conscientious diagnostic insights and innovation”*

Committed to become the undisputed leader in providing global diagnostic services in the country by maintaining the highest ethical standards and quality.

### **Leader in Automation**

Realizing the need for constant up gradation, Mr.Mani.M introduced automation, latest diagnostic parameters with the reliable methods, and strict quality standards.

From the year one Microbiological laboratory utilizes the benefits in the laboratory automation. By this, the institution is glittering as, the best laboratory in Tamilnadu using all the reliable and gold standard methodologies and being the brand ambassador for almost all the diagnostic laboratory equipments in the

field. Further the laboratories have the good rapport among the patients, doctors and medical personalities. Laboratory Automation, latest diagnostic parameters, reliable method, and strict quality assurance are the hallmarks of Microbiological Laboratory.

### **Reference Companion**

Because of the high quality, accuracy and reliability all the small size laboratories have accepted Microlab as their reference laboratory for the special and esoteric testing. The relationship with the customer laboratories is being well maintained with strong bonding for the past three decades.

Over a period of time, a network of branches and collection centers were setup in major cities of Tamilnadu, Kerala, Karnataka, Andhra Pradesh and main capital cities of North Indian States. The continuous commitment to quality and service has made the lab a preferred choice of small and medium laboratories, referral clinics, hospitals and patients and doctors alike. Today the central lab receives huge volume of reference samples from various parts of South India.

### **Commitments to Quality**

All the satellite laboratories of the microbiological laboratory are in a single network system and also functioning round the clock. All the satellite laboratories are connected online with the central laboratory. The central laboratory can monitor and guide the satellite laboratory at any point of time. The chief of the departments make periodical visits to the satellite labs and hold periodical meetings in the central laboratory, to monitor the activities.

Microbiological laboratory's main competitive edge is the quality and reliability for the past three decades. The laboratories have highly skilled team who are well qualified, experienced in the field of Laboratory Medicine. In every disciplines of the laboratory, special emphasis is being given on daily quality checks i.e. Internal Quality control as well as External Quality control standards, by participating in three different International Quality controls programmes run by Biorad Laboratories USA, College of American Pathogen (CAP Survey) and Randox Laboratories, UK respectively. The Quality control standards are maintained as per WHO recommendations. Apart from this the laboratory maintains in the internal quality control system with all its satellite laboratories. Micro lab has obtained the prestigious NABL Certification (National Accreditation Board for testing and Clinical Laboratories) which is a

distinction got by very few labs in the country.

## **Quality Certification**

Microbiological Laboratory (Microlab) commits to provide accurate and clinically useful results by using appropriate testing methods and upholding good Laboratory practices. Microlab was one of the first identified testing centers in the city to detect H1N1 Virus Swine Flu by the state government of Tamilnadu.

The NABL certification has opened a gateway of opportunities to carry out medical trials in various Asian and African countries.

## **Quality Objectives**

Microlab has laid down the following quality objectives:

Operate Quality Management system based on ISO/IEC 15189:2012 & continuously monitor its effectiveness.

- Ensure that all Personnel involved in the laboratory services familiarize themselves with the documentation and implement the policies and procedures in their work.
- Ensure health and safety of Laboratory Personnel.
- Ensure good professional practices and conduct.
- Ensure use of competent staff and train them to provide effective services to its users.
- Report the results of examination in ways, which are timely, confidential, accurate and clinically of use.
- Procurement and maintenance of the equipments and other resources as needed for Laboratory services.
- The Microbiological Laboratory provides round the clock services to the society. ie. 24 x 7 supports, 365 days in a year.

Micro Lab strives to provide every patient and every customer services and products of uncompromising quality and error free results on time. Every time the organization does that by dedicating themselves to

the determined quest of excellence in the services they provide. Micro Lab is participating in College of American Pathogen (CAP Survey), Inventory Control Quality Assurance (ICQA), CMC, Quality Control Net (QCNet), Royal College of Pathologists of Australia - Quality Assurance Programme (RCPA QAP) for best quality.

### **Developing Expertise**

Right from the early days, the focus has been on developing expertise and systems which can be replicated. The vast experience of the Director and Chief of the institution Mr. Mani has helped to build a talented pool of people. The exposure that he gained during his post graduation stint at CMC, Vellore and subsequently at various international training programmes greatly helped to build the lab to international standards. A dedicated and highly trained team of pathologists, research personnel, post graduates and graduates and paramedical personnel ensure strict adherence to quality. A continuous in house training programme ensures that there is an up gradation of skills sets and that the team is always equipped to stay ahead in the technology race. Special training in soft skills ensures that handling of patients is done with the greatest of care at all times.

Each person who is recruited undergoes rigorous training in the central lab for a few weeks before being posted in one of the satellite labs. As an employer, Micro lab is providing growth opportunities for every member of the team.

It persistently seeks creative ways to develop patient care and offer value to its customers. It supports the creativity, courage and persistence that transform information into knowledge, and knowledge into insights.

### **Medical Research**

Micro Lab is constantly involved in the research process to explore and innovate the changing scenario in the medical field. Micro Lab also takes up research projects to innovate and apply the latest technologies that can make treatment of diseases and ailments more effective. There are extensive collaborative links with other departments within the University, as well as with external organizations and research Institute. There are also strong industrial links with major international companies.

The laboratory is also involved in teaching & research activities. Different training programs run by the

department are:

- » Summer training program for college students in laboratory medicine.
- » Short term training cum preparation of research projects.

In addition, a number of ongoing research projects centering Methicillin-Resistant Staphylococcus Aureus (MRSA), Tuberculosis, Hospital Infections, and antimicrobial resistance are going on. Also, collaborative research projects with national & international institutions are regularly carried out.

### **Commitments to Society:**

- Committed to provide accurate and clinically useful results by using appropriate and latest testing methods and apparatus to uphold excellent laboratory practices.
- Committed to provide quality and reliability for the results of clinical tests conducted at the main lab and all its branches/ associated labs throughout the country.
- Persistently seeking creative and innovative ways to develop patient care and offer value to the customers.
- Established a Trust entitled “DINESH MEMORIAL SCIENTIFIC RESEARCH TRUST” with the aim to provide Scholarships to the deserving students; to establish and run Labs at Temples/ Trusts for social causes to help patients to have clinical tests nominal rates; to assist in promotion of Science, Education and Research on need basis.
- In collaboration with Sri Vengusa Sai Seva Trust, Theethipalayam, Coimbatore, running a Laboratory Unit to help patients to have clinical tests at fully free of cost.
- In collaboration with Sri Srinivasa Devasthanam Seva Samithi Trust and Rotary Club of Bangalore City, established and running a Laboratory to help patients to have clinical tests at nominal rates.
- In collaboration with Shanthi Ashram Trust, Kovaipudur, Coimbatore running a Laboratory Unit to help patients to have clinical tests at nominal rates.

### **Research profile**

The Department of Microbiology conducts Research & Development activities relevant to the work of the laboratory. Collaborative work with microbiologists, scientists and biomedical scientists in referring hospitals and other centers is actively sought.

Recently-refurbished laboratory space provides an excellent environment to carry out training programs for under graduate and Post graduate students, with following facilities:

- Rapid diagnosis of Blood culture and TB culture facility using Advanced BACT/ALERT3D System.
- Aerobic and anaerobic culture identification facilities.
- Fluorescent Microscopic Facility.
- Evaluation of media and biochemical test for identification of Clinical pathogens.
- Molecular biology facilities (RT Pcr and Multiplex Pcr)
- Microarray, Sanger Sequencing to Next Generation Sequencing to decode the underlying variants in the genome

There are extensive collaborative links with other departments, universities, as well as with external organizations and research Institutes. There are also strong industrial links with major international companies

Research falls into three main areas:

- Microbiology
- Molecular Bioscience
- Biotechnology

### **Education and Training:**

- Conducting an “Advanced Diploma in Clinical Laboratory Sciences” Course for poor students with tie up from Bharathiar University, Coimbatore and absorbing the willing persons after completion of the course as In-service Trainees/ staff.
- Have a tie up with Karunya University, Coimbatore to conduct Ph.D. programmes in the premises and first batch of students have been enrolled.
- Having tie up with Kumaraguru college of Technology, Coimbatore for providing courses in Medical Lab Technology and other subjects as per their student’s requirement.
- Having tie up with Kongunadu Arts and Science College, Coimbatore for providing practical orients courses in Clinical Lab Bio-Chemistry, Microbiology and other subjects as per their student’s requirement.

### **The Pioneer in Clinical Diagnosis**

The Microlab is a leader driven organization. The founder - MD Mr.Mariappa Mani is technocrat who did his M.Sc in Medical Microbiology .After he graduated from Christian Medical College, Vellore, he faced the problem of unemployment. The challenge before him was to find a job and due to circumstantial compulsion, the challenge became an opportunity; the job hunting leads him to a permanent career. He established the Micro Biological Laboratory in Coimbatore in 1977 and since then he nurtured his organization with great commitment and dedication. Mr.Mariappa Mani has crossed several milestones and has achieved a phenomenal success in the field of clinical diagnosis. He has developed expertise in the field of clinical diagnosis. He is technology savvy and has been introducing the latest technology as a result of which he is able to reduce the testing lead time to 4 hours, the shortest span in the field of diagnostic testing. He has a passion for perfection and quality service. By his dynamic leadership he has expanded the service network with about 75 Branches all over South India. In the four decades of sustained and dedicated work he has established a committed team of professionals and researchers which include 5 Doctor of Medicines, 15 Ph.D holders, 80 Post Graduates and 60 Under Graduates and the staff strength is around 300. Microbiological Laboratory has established a research unit which has been recognized by a few universities to guide Ph.D research scholars as well as for conducting “advanced diploma in clinical laboratory science”. The client base of Micro Biological Laboratory is strong with 500+major client and 1000+corporatory clients, besides regular walk in clients. The vast net-work of branches and collection centers extend the diagnostic facilities to every nook and corner of South India and the results and the reports are known for precision, accuracy, reliability and speed at affordable cost. He has plans to set up branches in foreign countries in the future. The range of testing parameters has been expanding due to new innovations and Mr.Mani.M says it can go upto 4,000, an astounding number. Due to R and D support and new gen equipments, the lab has the facility to do advance testing such as DNA analysis and genetic testing. Thus the qualitative and quantitative expansion has been a continuous journey and Mr. Mariappa Mani is a driving force. He has branded himself eminently and for that purpose his organization has been recognized by CMA as one among the top ten brands of Coimbatore. Micro Lab is also awarded for being most promising MSME in Coimbatore, presented by Union Bank of India. As a result of his 41 years of intensive, dedicated work and powerful leadership, he has lifted the Micro Lab to great heights. Micro Lab will become an international player in the near future by spreading its wings to other countries. As a result of the intensive, intelligent and incessant work Mr. M. Mani has evolved a philosophy of work and work culture, which he advocates to all the aspiring youth.

- Continuous knowledge updations and to cope with technology updations.
- Total dedication to the profession.
- Integrity to the core.
- Following the standard operating procedure (SOP).

For student youth he gives an added advice to follow:

- Know the value of money by doing part-time jobs.
- Gain work experience through real time projects.
- Improve thinking skills and communication skills which will enable them to convey and share their ideas and emotions effectively.
- Take up projects which will add value beyond money and make them different from others.

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