



BDH Chemicals Canada Limited

BDH Chemicals is a major manufacturer and distributor of reagents and related products for the laboratory, as well as of a wide range of fine chemicals for industrial production.

BDH has been known in health service circles for a full century and in Canada since 1931. BDH began manufacturing in Canada in the mid-fifties.

Dramatic changes started at BDH when, at the beginning of 1974, it became the Canadian subsidiary of the E. Merck group of companies — a substantial multinational organization comprising 70 companies in 50 nations, with a total turnover of over one billion U.S. dollars. The group employs staff of 20,000 worldwide, about 8,000 of them at the main manufacturing facility at Darmstadt, West Germany. It is a policy within the group to encourage local manufacture, and Canada is no exception.

In 1974, a 20,000 square foot warehouse and office facility in Toronto was purchased. A major addition consisting of manufacturing, packaging and quality assurance facilities was completed by September 1975.

BDH always had an unquestioned reputation for first class quality. It was the service image that most needed improvement.

By the end of 1975 much had been accomplished. Inventory control, order processing and accounts receivable were computerized. Branches were opened in Montreal and Vancouver, and the first full BDH catalogue in seven years was published. Inventory and manufacturing levels were raised to the point that 97 percent of all items ordered were delivered from stock. Staff had increased from 47 to 90.

Not satisfied to rest on its laurels, BDH continues to grow. Since 1979 major progress has been made. At that

time it became apparent that the federal government might introduce a duty on reagent chemicals used in hospitals, universities and research institutions. When the new duty came into effect BDH did not increase its prices; rather, it took advantage of the duty protection to expand and capture a larger share of the market.

In 1981, a second major expansion of the Toronto manufacturing facility was completed. New branches were opened in Dartmouth, Edmonton and Saskatoon, increasing BDH's stocking points from three to six. The Vancouver branch moved to a much larger location and is now setting up to begin local manufacture - a first in the industry!

These vigorous changes required an increase of staff from 90 to 120. One of the secrets of BDH's success is its highly motivated staff of professionals. Over a third of them are science graduates, working not only in manufacturing, packaging and quality assurance but also in sales and marketing, not counting graduates in other disciplines.

Another of BDH's success secrets is its modern manufacturing plant in Toronto.

The spacious, new Quality Assurance Laboratory is a model of efficiency - it must be. The laboratory staff is responsible for the quality of each and every one of the over 9,000 products sold by BDH. Within the laboratory is an instrument room containing the battery of instruments necessary to analyze very pure laboratory reagents.

The manufacturing area is as impressive as it is versatile. A sophisticated water purification system is in place to prepare the large volumes of specially pure water needed to manufacture analytical and clinical solutions. Manufacturing routinely prepares batch sizes that range from a few litres to as much as 4400 litres.

The packaging area displays as much versatility as manufacturing. Versatility is a must when handling products that may be flammable, corrosive, explosive, poisonous, irritating, carcinogenic or any combination of these.

A spacious warehouse stores the vast inventory necessary to service customers promptly, as well as BDH's five regional stocking points. Solvents and other flammable materials are packaged and stored in a separate solvent building for safety. Each of the four rooms in the building has its own exhaust system, explosion proof equipment, lights, fittings, safety showers and static-proof floors.

All of this adds up to a considerable amount of Canadian value added, which is replacement of imports.

BDH manufactures a large array of laboratory products including reagents, volumetric solutions, standards, clinical and diagnostic products, solutions for artificial kidney dialysis and also breath testing reagents and standards.

Under the trade name BDH Assured, BDH markets a wide range of products, including ACS grade chem-

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