

ANA Futura breakfast mingle



Karolinska
Institutet



8 October 2025

Agenda

- **Welcome!**
- **Latest ANA Futura news – *Lars Frelin, facility manager***
- **Review of survey outcomes regarding the service function in ANA Futura – *Lars Frelin, facility manager***
- **Questions**

Latest ANA Futura news

- ANA Futura welcomes new core-facility and research group
- Conversion of changing rooms into partial storage areas
- Flemingsberg Science Foundation
- Next ANA Futura breakfast mingle

Facility
manager



Lars Frelin
LabMed

ANA Futura welcomes new core-facility and research group

FENO – about us

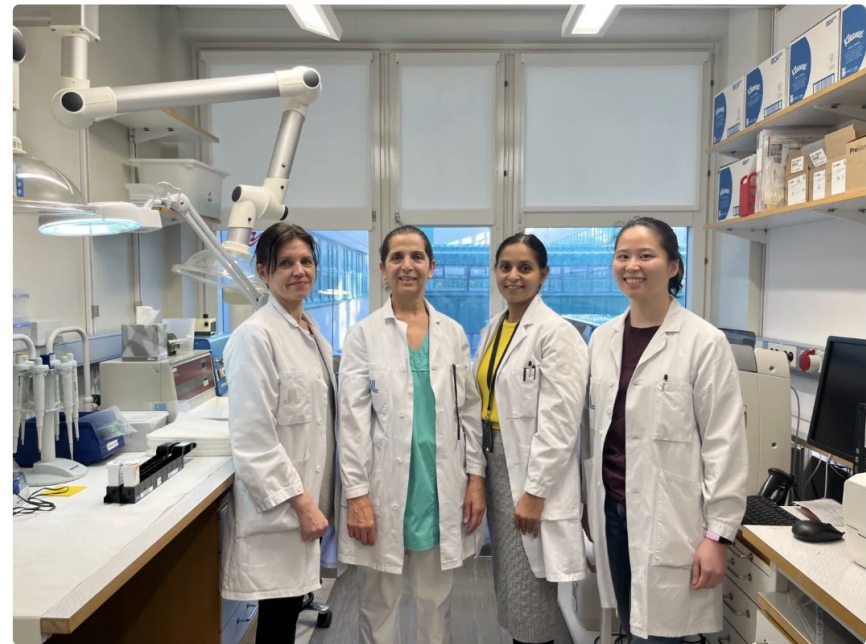
The FENO Histological Core Facility at Campus Flemingsberg, is a well-established core facility in service since 2002. FENO provides professional research support in animal experiments, including histopathology, a wide range of stainings, IHC, RNAScope and digitalization for different species.

Experimental Cancer Medicine (ECM)

We want to improve the survival and quality of life in cancer patients treated with cytostatics and SCT through increased treatment efficacy and decreased or eliminated side effects.

Part of the:

[Department of Laboratory Medicine](#)



Feno team: Tarja Schröder, Makbule Sagici, Poomy Pandey and Shea Nee Chew Photo: N/A

Conversion of changing rooms into partial storage areas

Renovation of the changing rooms will start on August 27

Unfortunately, the renovation of the changing rooms on floor 5 has been delayed and will now **begin on August 27**. If all goes according to plan, it should be **completed by October 20**.

The previous **information regarding showers and storage** that we sent out in June still applies.

<https://news.ki.se/the-lockers-in-the-changing-rooms-on-floor-5-must-be-emptied>



ANA Futura breakfast mingle, Karoli



Flemingsberg Science Foundation



- Events every week in Novum
 - Breakfast presentations Wednesdays 8.00–9.00
 - Life Science Fair
 - Lunch seminars
- Organize supplier exhibitions in Novum

<https://staff.ki.se/our-ki/local-web/ana-futura-for-staff/supplier-exhibitions-in-the-lunch-room>

ANA Futura breakfast mingle, Karolinska Institutet.



Next ANA Futura breakfast mingle!



- **Drop-in breakfast 8.30 am**
- **Meeting starts 8.45 am – 9.30 am**

Review of survey outcomes regarding the service function in ANA Futura



Tommy Eklund
Operations
technician
Coordinator



Tomas Hager
Operations
technician



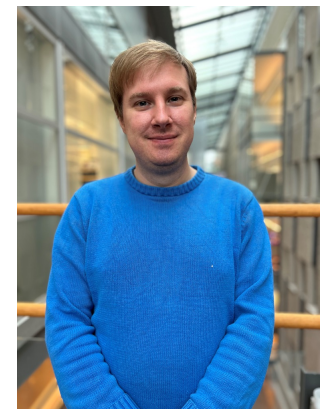
Marjan Amiri
Super
Intendent



Åsa Hedberg
Technical
assistant



Oscar Sillén
Service
technician



Jonathan Kullman
Service
technician

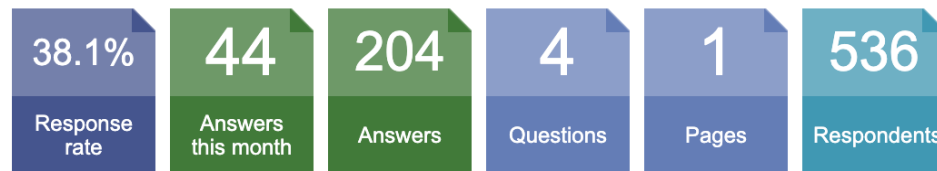
Survey: evaluation of the service function in ANA Futura

- **The purpose of the survey** was to evaluate whether employees perceive the service provided by the service team as appropriate and meet their needs.
- **The aim of the survey** was to:
 - Identify improvement areas in ANA Futura
 - Provide insights to the service-level in ANA Futura and Neo
 - Assist in the work to harmonize the service organizations ANA Futura and Neo regarding service-level, competence, cooperation and exchange of knowledge

Survey: evaluation of the service function in ANA Futura

- Both surveys had comparable response rates

ANA Futura:



Neo:



- Response rate of around 40% is sufficient for an appropriate analysis



**Thank you
for answering
the survey**

How have the surveys and free-text responses been analyzed?

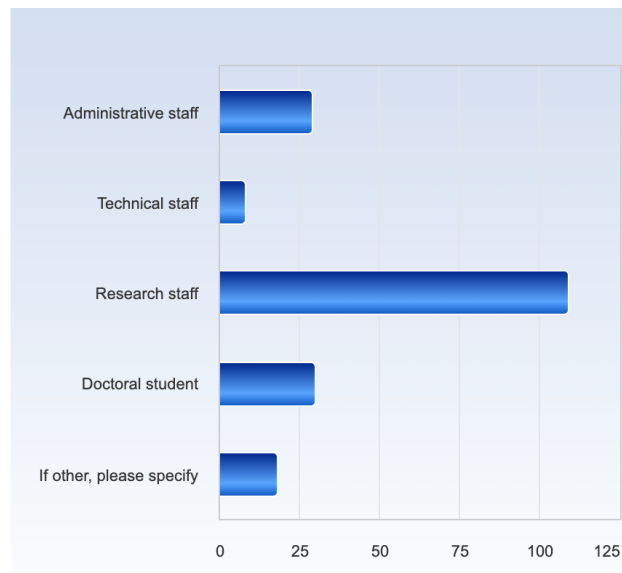
- **The survey questions are presented as bar graphs**
 - Displayed in aggregate (but can be viewed broken down by staff category)
- **Free-text responses have been summarized and categorized using Copilot**
 - Displayed in aggregate (but can be viewed broken down by staff category)
- **Identify strengths and areas for improvement**
- **The documentation forms the basis for the continued development of the service functions**

ANA Futura: survey of service functions

Number of respondents	536
Number of responses	204
Response rate	38,06%

Position/function

Position/function	Number of responses
Administrative staff	29 (14.9%)
Technical staff	8 (4.1%)
Research staff	109 (56.2%)
Doctoral student	30 (15.5%)
If other, please specify	18 (9.3%)
Total	194 (100.0%)



- Survey open between 2025-03-10 – 2025-04-08

- Likert scale 1-6
 - 1 = not at all satisfied
 - 6 = very satisfied

- Average:
 - <4
 - 4-4,9
 - >5

Analysis of free-text answers

- **Free-text responses have only been analyzed in aggregate for all staff categories (a total of 84 free-text responses)**
- **Free-text responses have been analyzed with Copilot with the following prompt:**
 - ➔ Task: Analyze survey results. The answers are written in Swedish and English. Give feedback in English.
 - Identify strengths and weaknesses: review survey responses and identify prominent strengths and weaknesses.
 - Categorize strengths and weaknesses: divide the identified strengths and weaknesses into different categories
 - Highlight representative quotes for the identified strengths and weaknesses.
 - Identify areas for improvement and suggest actions.

ANA Futura: How satisfied are you overall with the following services?

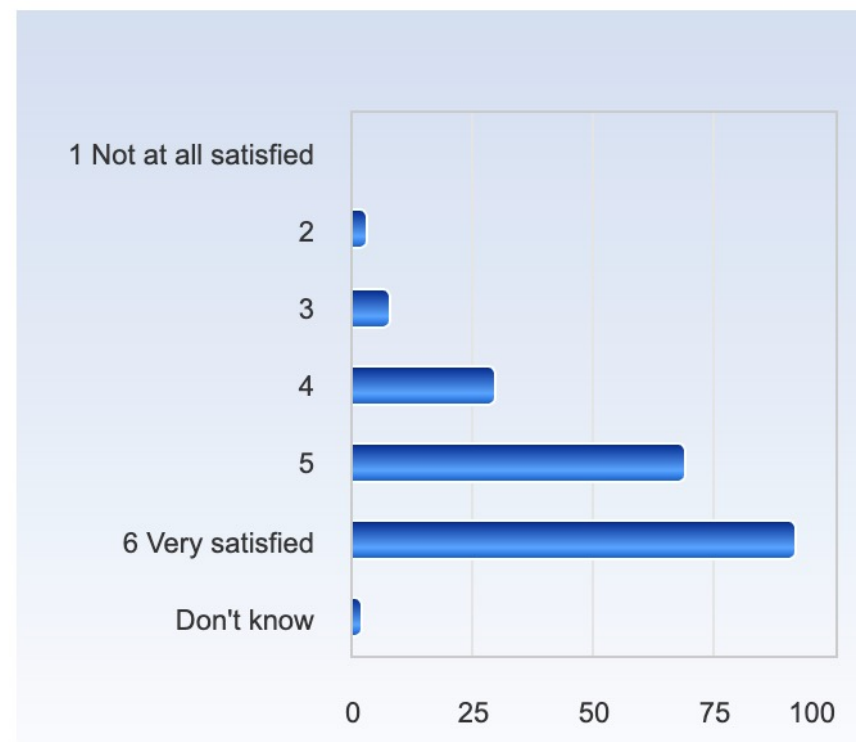
- **General service/support.**
 - *This includes, for example, planning and installation of laboratory and office furniture, moving laboratory equipment within the building, administration of access cards, servicing of coffee machines, emptying of recycling stations.*
- **Technical service/support.**
 - *This includes, for example, preventive maintenance, calibration and repair of laboratory instruments, coordination of service agreements for common laboratory instruments, maintenance of freezing facilities.*
- **Waste and recycling.**
 - *Includes, for example, cardboard, plastic, styrofoam, yellow boxes and chemical waste.*
- **Dishwashing/sterilization.**
 - *This includes, for example, sterilization/autoclaving of glass objects, solutions and objects, distribution of clean goods to glass storage facilities.*
- **Mail/goods and deliveries.**
 - *Includes parcel reception.*

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General service/support

Includes e.g. planning and installation of laboratory and office furniture, move of laboratory equipment within the building, administration of access cards, service of coffee machines, emptying of recycling stations.

	Number of responses
1 Not at all satisfied	0 (0.0%)
2	3 (1.5%)
3	8 (3.9%)
4	30 (14.7%)
5	69 (33.8%)
6 Very satisfied	92 (45.1%)
Don't know	2 (1.0%)
Total	204 (100.0%)



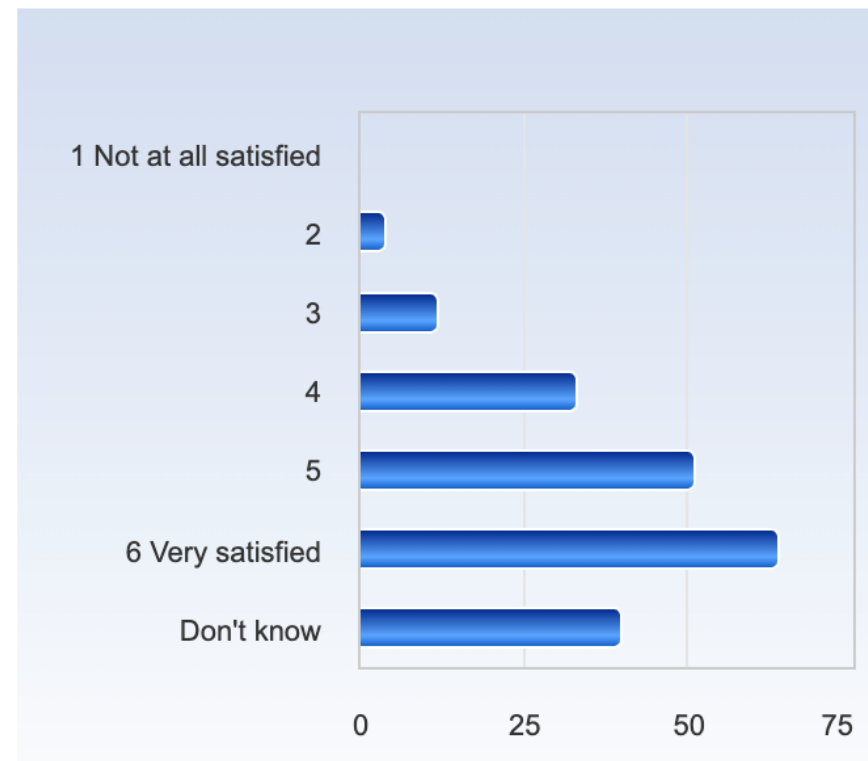
Staff category	Everyone	Administrative	Technical	Research staff + other	Doctoral student
Average	5,2	5,2	5,6	5,1	5,1

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Technical service/support

Includes e.g. preventive maintenance, calibration and repair of laboratory instruments, coordination of service agreements for laboratory instruments, maintenance of the freezer facility.

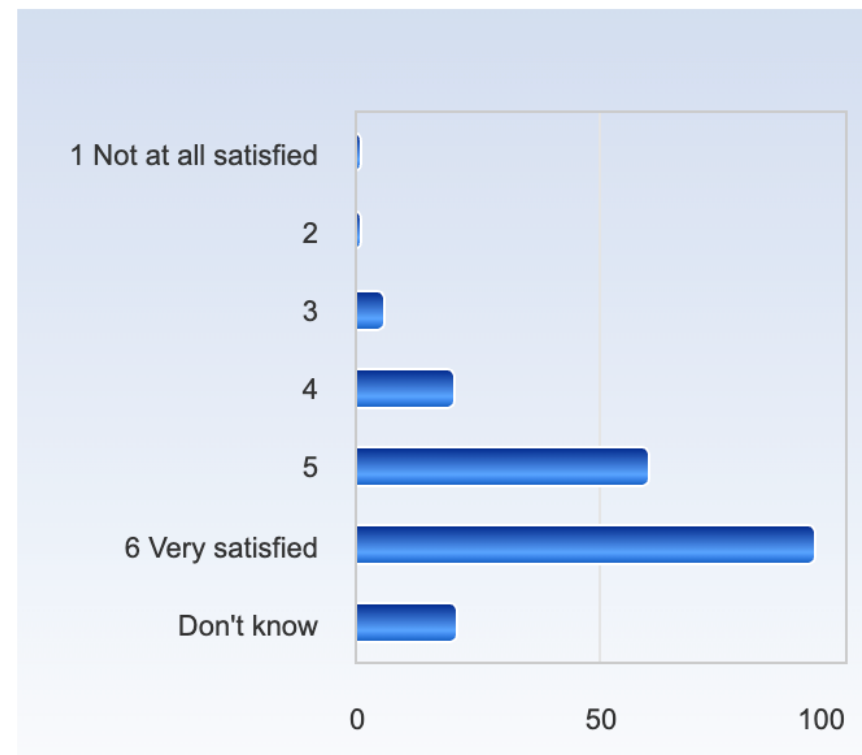
	Number of responses
1 Not at all satisfied	0 (0.0%)
2	4 (2.0%)
3	12 (5.9%)
4	33 (16.2%)
5	51 (25.0%)
6 Very satisfied	64 (31.4%)
Don't know	40 (19.6%)
Total	204 (100.0%)



Staff category	Everyone	Administrative	Technical	Research staff + other	Doctoral student
Average	5,0	5,0	4,9	5,0	4,7

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Waste and recycling <i>Includes e.g. cardboard, plastics, polystyrene boxes, yellow boxes and chemical waste.</i>	Number of responses
1 Not at all satisfied	1 (0.5%)
2	1 (0.5%)
3	6 (3.0%)
4	20 (9.9%)
5	60 (29.6%)
6 Very satisfied	94 (46.3%)
Don't know	21 (10.3%)
Total	203 (100.0%)



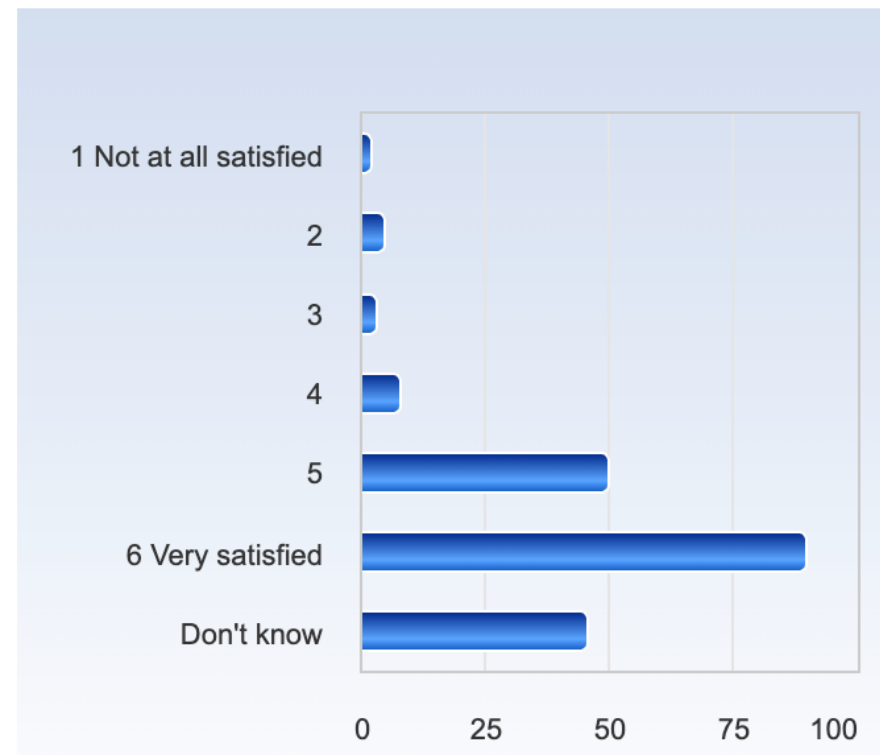
Staff category	Everyone	Administrative	Technical	Research staff + other	Doctoral student
Average	5,3	4,8	4,9	5,4	5,2

ANA Futura

Dishwashing/sterilisation

Includes e.g. sterilisation/autoclaving of glassware, solutions and objects, distribution of clean goods to glass storage.

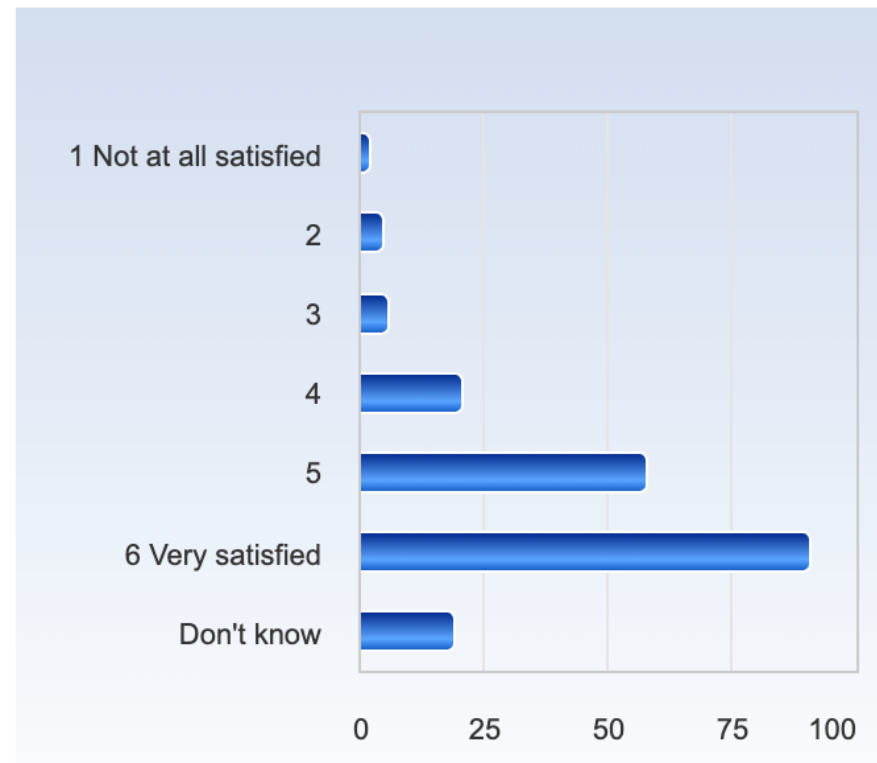
	Number of responses
1 Not at all satisfied	2 (1.0%)
2	5 (2.5%)
3	3 (1.5%)
4	8 (3.9%)
5	50 (24.5%)
6 Very satisfied	90 (44.1%)
Don't know	46 (22.5%)
Total	204 (100.0%)



Staff category	Everyone	Administrative	Technical	Research staff + other	Doctoral student
Average	5,3	3,2	5,1	5,4	5,2

ANA Futura

Mail/goods and deliveries <i>Includes parcel reception.</i>	Number of responses
1 Not at all satisfied	2 (1.0%)
2	5 (2.5%)
3	6 (3.0%)
4	21 (10.4%)
5	58 (28.7%)
6 Very satisfied	91 (45.0%)
Don't know	19 (9.4%)
Total	202 (100.0%)



Staff category	Everyone	Administrative	Technical	Research staff + other	Doctoral student
Average	5,2	4,9	5,1	5,2	5,2

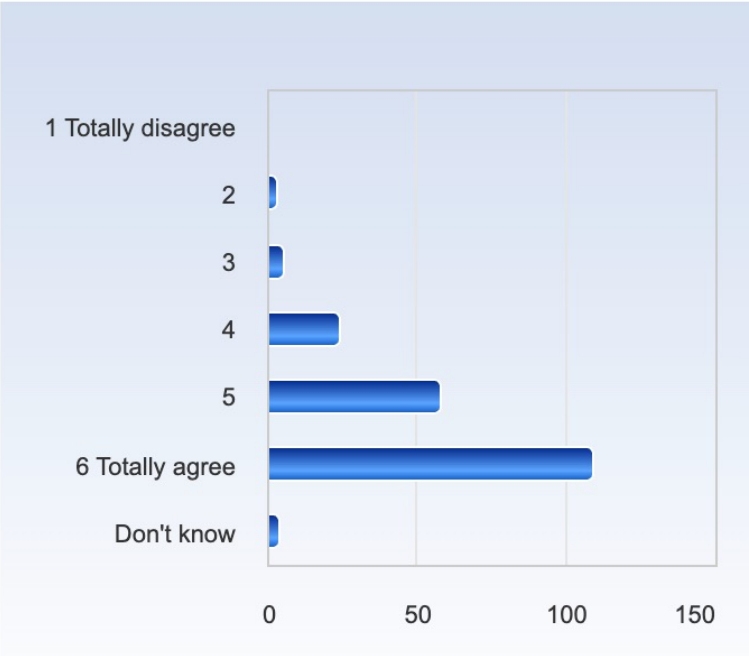
ANA Futura

- **How well do you agree with the following statements about the service team?**
 - I feel that the service team has been available when I needed help.
 - I feel that the communication with the service team has been clear.
 - I feel that the service team has provided relevant service.
 - I feel that the service team handles my cases in a satisfactory way.
 - I feel that the service team handles my cases within a reasonable time.

ANA Futura

I feel that the service team has been available when I needed help.

I feel that the service team has been available when I needed help.	Number of responses
1 Totally disagree	0 (0.0%)
2	3 (1.5%)
3	5 (2.5%)
4	24 (11.8%)
5	58 (28.6%)
6 Totally agree	109 (53.7%)
Don't know	4 (2.0%)
Total	203 (100.0%)

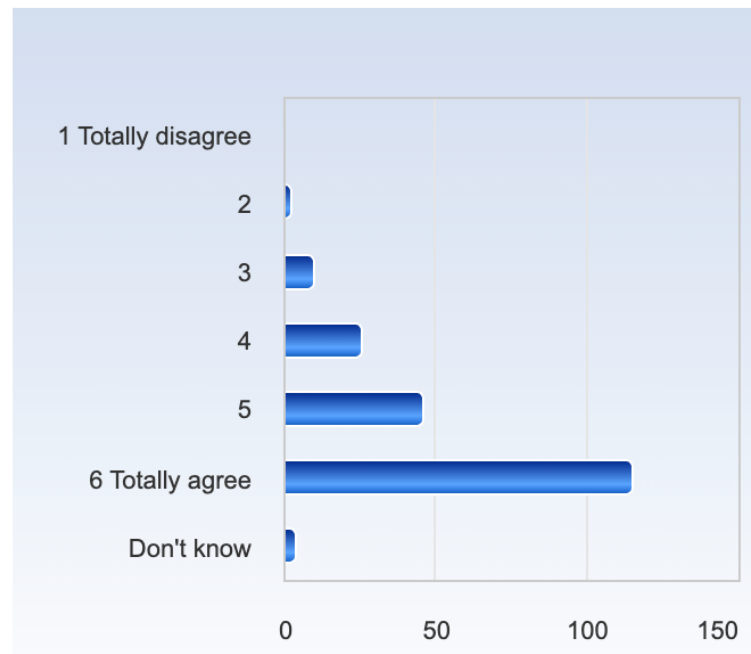


Staff category	Everyone	Administrative	Technical	Research staff + other	Doctoral student
Average	5,3	5,2	5,6	5,4	5,1

ANA Futura

I feel that communication with the service team has been clear.

I feel that communication with the service team has been clear.	Number of responses
1 Totally disagree	0 (0.0%)
2	2 (1.0%)
3	10 (4.9%)
4	26 (12.8%)
5	46 (22.7%)
6 Totally agree	115 (56.7%)
Don't know	4 (2.0%)
Total	203 (100.0%)

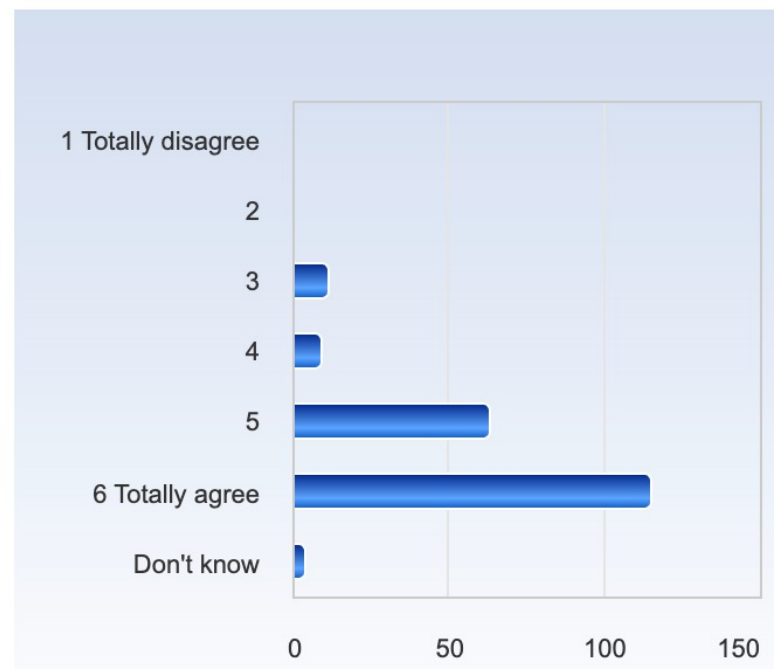


Staff category	Everyone	Administrative	Technical	Research staff + other	Doctoral student
Average	5,3	5,1	5,5	5,3	5,1

ANA Futura

I feel that the service team has provided relevant service.

I feel that the service team has provided relevant service.	Number of responses
1 Totally disagree	0 (0.0%)
2	0 (0.0%)
3	11 (5.4%)
4	9 (4.5%)
5	63 (31.2%)
6 Totally agree	115 (56.9%)
Don't know	4 (2.0%)
Total	202 (100.0%)

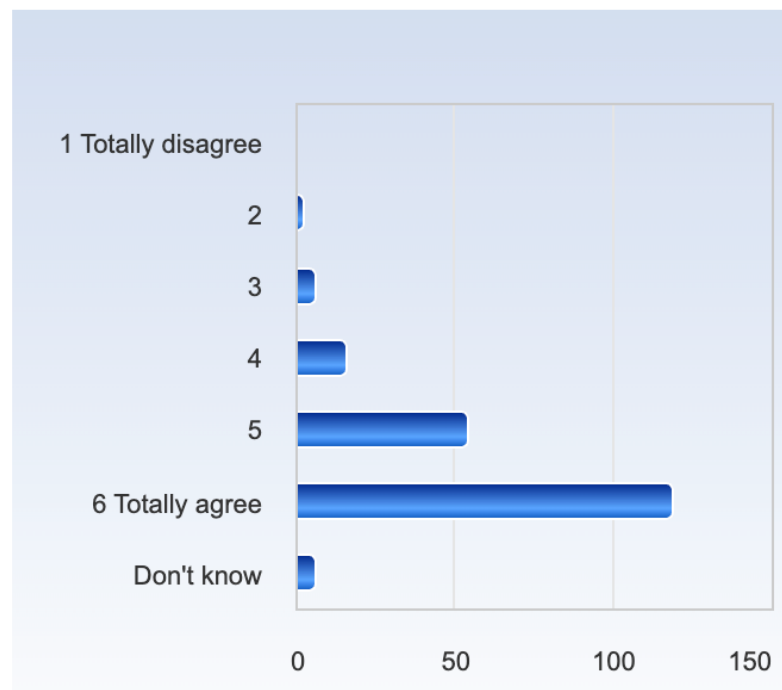


Staff category	Everyone	Administrative	Technical	Research staff + other	Doctoral student
Average	5,4	5,2	5,4	5,5	5,3

ANA Futura

I feel that the service team handles my cases in a satisfactory manner.

I feel that the service team handles my cases in a satisfactory manner.	Number of responses
1 Totally disagree	0 (0.0%)
2	2 (1.0%)
3	6 (3.0%)
4	16 (7.9%)
5	54 (26.6%)
6 Totally agree	119 (58.6%)
Don't know	6 (3.0%)
Total	203 (100.0%)

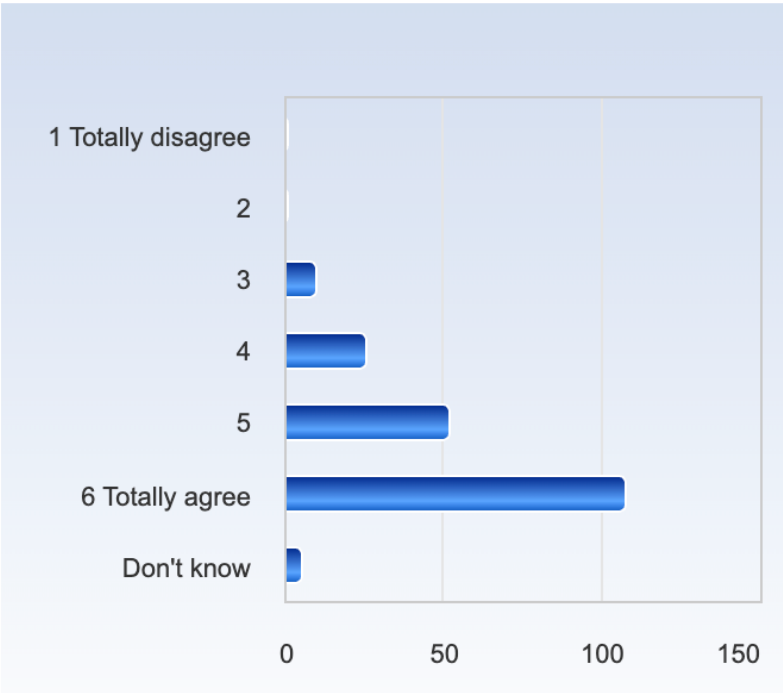


Staff category	Everyone	Administrative	Technical	Research staff + other	Doctoral student
Average	5,4	5,2	5,5	5,5	5,3

ANA Futura

I feel that the service team handles my cases within a reasonable time.

I feel that the service team handles my cases within a reasonable time.	Number of responses
1 Totally disagree	1 (0.5%)
2	1 (0.5%)
3	10 (4.9%)
4	26 (12.8%)
5	52 (25.6%)
6 Totally agree	108 (53.2%)
Don't know	5 (2.5%)
Total	203 (100.0%)



Staff category	Everyone	Administrative	Technical	Research staff + other	Doctoral student
Average	5,3	5,2	5,4	5,3	4,9

Identified strengths and areas for improvement

- **Strengths:**

- High quality of service – problem solver
- Service-oriented and professional
- Communication
- Efficient case management

- **Areas for improvement:**

- Communication – clearer feedback on work done
- Parcel management – clearer labelling of parcels
- Preventive maintenance – clearer information about what maintenance is being carried out
- Environment and sustainability – raise awareness of recycling (e.g. lunchroom, coffee nodes, offices)
- Extended cleaning in the lunchroom, coffee nodes and lack of cups, cutlery

ANA Futura: Identifying Strengths and Areas for Improvement

"One of the most competent, helpful and attentive service teams I have seen. We are so thankful for the support."

"I think we have a professional team that always wants to help and tries to find solutions in the best possible way."

"Sometimes delivered packages are marked with the wrong name, causing delays in pickup."

"Lacks some continuity in recurring maintenance and service on some instruments."

"Waste and recycling: I feel like the recycling culture isn't really encouraged."

Summary of averages ANA Futura

Survey questions	Staff category: All
Research environment	ANA Futura
General service/support	5,2
Technical service/support	5,0
Waste and recycling	5,3
Dishwashing/Sterilization	5,3
Mail/Goods and Deliveries	5,2
I feel that the service team has been available when I needed help	5,3
I feel that the communication with the service team has been clear	5,3
I feel that the service team has provided relevant service	5,4
I feel that the service team handles my cases in a satisfactory way	5,4
I feel that the service team handles my cases within a reasonable time	5,3
Average total:	5,27

Next steps...

- **Presentation of the survey results for the joint Steering Committee 2 June**
- **Presentation of the survey results for the service team on 16 June**
 - Preparation of an action plan
- **Presentation of the survey results to the Drafting Committee on 26 August**
- **Follow-up at the joint Steering Committee meeting 5 September**
 - In-depth dialogue on the outcome of the surveys and proposals for measures and follow-up
 - Documentation is sent out before the meeting
- **Separate discussions in the ANA Futura and Neo service team regarding building-specific measures**
 - Preparation of an action plan with follow-up
- **Separate discussions in the ANA Futura and Neo steering group regarding house-specific measures**
 - Preparation of an action plan with follow-up
- **Presentation of the survey results to employees on 8 October**
- **Close dialogue between the facility managers on measures and harmonization between the research environments**

Questions from the staff



ANA Futura





**Karolinska
Institutet**