

In Conversation with Terri McDonnell, Senior Program Manager, Promega



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Madison, WI-based Promega has 15 facilities worldwide with ISO 9001 and ISO 13485 certifications, as well as ISO 18385, which focuses on minimizing the risks of human DNA contamination. The company offers a range of custom manufacturing services, from simple changes in dispensed size, to uniquely designed products specifically adapted for individual client needs. Customizable amplification reagents—in particular, PCR master mixes—are a focus for the company.

What experience does Promega have developing and manufacturing PCR master mixes?

Promega has 40 years of experience in developing and manufacturing amplification reagents to suit our customers' specific needs. We are a primary manufacturer of amplification components. Therefore, we control all aspects of product manufacturing, from raw materials through finished product. This eliminates supply chain uncertainty. Our PCR master mix portfolio contains preformulated master mixes that cover a spectrum of PCR performance capabilities for endpoint, multiplex, real-time, GC-rich, and inhibitor-resistant amplifications.

What options does Promega have for customizing master mixes if a catalog option is not quite right?

Promega has many options for customizing PCR master mixes. For example, the final product format can be changed to accommodate specific needs. The product can be dispensed into small vials or large bulk bottles, with over 80 choices of vials and bottles. Product can be labeled according to your specifications, including private label requirements. Dispensed product can be packaged into almost any format, including custom-designed packaging employing engineers who can help you choose the product formats that work best.

In addition, your assay may require a change to the product's concentration—the product formulation remains constant, but you are either changing it to be more concentrated or more dilute. This customization is available for any amplification reagent.

Off-the-shelf PCR master mixes can leave you on the edge of performance. We work to identify an optimal master mix composition of buffer, enzyme and $MgCl_2$ that helps you achieve consistent amplification performance specific to your application. You can start with an existing Promega catalog master mix to optimize the composition of an amplification reaction on your own, or you can accelerate your development by starting with our PCR Optimization Kit. Further, we can partner with you to manufacture a PCR master mix you've developed but may not have the capabilities to bring to market. You can benefit from a customer-centered quality system without having to build it yourself.

Why is Promega the partner to choose for PCR Master Mixes?

Promega has dedicated manufacturing suites for amplification reagents, separated by pre- and post-amplification processes. Unlike many others providing amplification reagents, Promega is also a primary supplier of high-quality deoxynucleotide triphosphates (dNTPs). These dNTPs have greater than 99% triphosphate content and are typically provided at a concentration of 100mM in water at pH 7.5.

We have branches in 15 countries with more than 50 global distributors serving 100 countries to deliver your custom PCR master mixes safely and on-time. Our fully controlled, reliable, end-to-end supply chain—from inventory management to warehousing, order processing, and distribution—ensures accurate and timely product delivery. We are IATA-certified and provide flexible shipping options.

Finally, Promega prides itself on superior global customer and technical support including sales, custom consultants, clinical collaboration managers, field support scientists, application scientists, strategic collaborations teams, scientific training, and instrument services. Your custom team of experts remains available for assistance after your order is delivered.

Whom do I contact if I want a customized master mix?

Our team of custom manufacturing experts can be found at www.promega.com/custom or e-mail custom@promega.com.

