

# A meeting of quality minds!

As part of our continued commitment to excellent quality and regulatory compliance, Tecan has started a new initiative of holding regular quality review meetings with many of its partner companies and customers. The overall goal of the new initiative is to improve quality at every level of operation, to harmonize the processes shared between Tecan and our customers and, above all, to improve the relationship we have with them.

The meetings follow a clear and structured agenda and give all parties the opportunity to openly discuss Tecan's quality performance, both for existing products and for the development of new products, to review the quality issues that might have occurred in the previous year and to define clear targets for the next year in a detailed manner. Many of the customers approached so far are the larger, highly regulated companies in the life science sector, who already have strong relationships with regulatory authorities and are very open to mutual cooperation. They often have a clear definition of their quality goals and have processes in place to achieve these targets.

An important factor of these meetings is that the right people are involved – they have the right amount of detailed information to hand and can make the critical decisions when required to do so.

One of the first companies to benefit from this initiative is TriPath Imaging, Inc. Laura Nea, Vice President of Quality Assurance at TriPath Imaging, Inc., is very enthusiastic about Tecan's unique approach to quality issues:

“Two years ago, Günter Weisshaar, Senior Vice President of Quality Assurance and Regulatory Affairs at Tecan, gave us a presentation on his global strategy for quality and proposed a formal agreement whereby the two companies could define their expectations, both for quality and

for specific product lines. One facet of this agreement included regular discussions and updates. For each of our meetings, an agenda is planned to cover any recent concerns, and we are able to discuss any issues where we feel Tecan could lend expertise to help us resolve matters together. At the same time, we can develop joint goals for the following year, whether that's concerning reliability, delivery, or particular projects.”

“This is the first time a supplier has approached us in this way and we have been very happy to participate in strengthening the relationship between the two companies. I believe that ultimately we are able to provide a better service to our customers, and that they experience increased reliability as a result.”



“ Tecan strives to exceed our customers’ expectations. Our goal is to continuously improve the quality of our products and processes in an environment that promotes compliance, integrity and teamwork ”

*Günter Weisshaar, Executive Vice-President  
Global Quality & Regulatory Compliance*

“Tecan is a critical supplier for us and Günter’s approach to communication and proactive visits have really opened the door. It is clear that the more we communicate, the quicker the issues are resolved and the less frustration there is on both sides. This approach to quality management is extremely proactive and very refreshing.”

The response from customers already enjoying Tecan’s new, more open philosophy for quality has been welcomed with open arms by Günter: “The reaction so far has been overwhelmingly positive which is very encouraging. Early on in our negotiations, it became clear that an important starting point is to define and share everyone’s expectations, from Tecan’s point of view as well as that of the customers. The meetings smooth the paths of communication between the respective quality and regulatory departments, not just on a personal level but also in the ways we work together, ensuring that everyone receives the

correct information in acceptable time frames, and in such a way that they can act and react accordingly. We very much look forward to adopting the same approach with many more of our customers.”

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Laura Nea,  
Vice President of Quality Assurance,  
TriPath Imaging, Inc.

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