

# Working for ISO accreditation around the world



Following the successful ISO certification of our manufacturing sites, work is already under way to implement similar high standards in all of Tecan's organizations around the world. The first sales organization, Tecan France, has now been certified according to ISO 13485, an international standard intended for medical device companies.

Implementation of this quality management system means that all sales and service activities throughout our sales organizations will be structured in a similar way, and customers everywhere will receive the same consistently high standard of service and support from Tecan. As with our manufacturing facilities, we have chosen to work with TÜV Product Service, a well-known global notified body with a particular expertise in the medical device business and a strong reputation for high standards.

Günter Weisshaar, Tecan's Executive Vice President Global Quality and Regulatory Compliance, is leading the implementation at a global level, and explained: "Implementing the right structure and procedures into our market units will help us to become more customer oriented and to respond in a more timely and efficient manner. An important benefit will be a change in the way we handle information from our customers; whether in the form of a complaint or a product suggestion, we will be able to handle this information in a far better way."

Erika Hildebrandt, Quality Manager for Tecan Europe, led the project in France in close association with Denis Coulet, Business Manager for Tecan France. She explained: "Implementing ISO 13485 helped us to document successful processes already in place, and to improve other procedures. The main focus of all the changes is to serve our customers in a better and more professional way and, only a few months on from the implementation in France, we can already see the advantages. The everyday running of Tecan France has become more precise and our customers are already feeling the benefits. Installations, maintenance and overall customer service have all improved as we are able to record and track customers' requests more easily and respond more quickly. For the long term, too, we have refined our methods of collecting customer information and feeding this back to our manufacturing and R&D sites so that it can be fed into new product designs where appropriate."

The quality system now established in France will be systematically implemented into all Tecan's sales organizations and we look forward to a time very soon when our customers around the world will be able to enjoy the same advantages as our customers in France.

