

Achieving consistently high quality around the world

As part of its core commitment to quality, Tecan is driving ahead with the implementation of a uniform quality management system in all of its global organizations. Following the ISO certification of the first sales organization in France in 2006, Tecan Benelux, Tecan China and Tecan UK are now also certified according to ISO 13485/2003, and it is anticipated that Tecan Germany will be certified before the end of the year.



Tecan Benelux team

Günter Weisshaar, Tecan's Executive Vice President Global Quality and Regulatory Compliance, leads the implementation at a global level, while Erika Hildebrandt, Quality Manager for Tecan Europe, and Jeanne Wu, Quality Manager for Tecan China, manage the projects locally. Erika explained; "The main focus of all the changes is to ensure that our customers everywhere will receive the same consistently high standard of service and support from Tecan. We can already see the benefits at Tecan France. Installations, maintenance and overall customer service have all improved as we are able to record



Erika Hildebrandt and Gary Steeden, happy that the audit of Tecan UK has been finished successfully

and track customers' requests more easily and respond more quickly. With the certification of these additional countries, our customers around the world will now be able to enjoy the same advantages as our customers in France."

Erika led other European projects in close association with Patrick Daeninck, Business Manager for Tecan Benelux, and Cindy Dhoop, local quality specialist in Benelux and with Jill Warren, Office Manager for Tecan UK, and Gary Steeden, Service & Consumables Manager and local quality specialist in the UK. Erika continued; "We have now established a local quality specialist in each territory, and I have worked closely with them to implement the project. It really is a team effort."

"The experience gained in the earlier operations has really helped to optimise the process, and the certification of additional countries is progressing at great speed. The accreditation of France took one year, Benelux nine months and the UK six months, so we're streamlining all the time. We're now ready to take on Germany, the biggest of our European sales organisations, and should complete certification there before the end of the year."

At Tecan China, Jeanne was heavily supported by Cathy Zhang, Back Office Manager and Mark Wang, Chief Representative of Tecan China and, backed by the whole of the Tecan China team, they prepared the certification audit. Jeanne said: "Tecan China relies much on the distributors for direct customer



Gary Steeden and Roger Morgan (field service engineer) looking at the Service procedure



Looking at a Tecan UK procedure

contact, so it was hugely beneficial to improve the distributor training system. Various elements were considered into the process, like global requirements, business needs, distributor capability and further development of the Chinese market."

Günter concluded: "As with certification of our earlier 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. This long-term project is really gathering momentum and we are well on our way to structuring all sales and service activities throughout our sales organizations in a similar way. Our teams have achieved a tremendous amount already, and I am positive that our customers will quickly feel the benefits."



Günter Weisshaar (back row, third from right) and the team at Tecan China