

Datex-Ohmeda is the largest division of Instrumentarium Corporation, one of the world's leading medical technology companies. Datex-Ohmeda represents Instrumentarium's core business, anesthesia and critical care.

QPR

Datex
Ohmeda

Datex-Ohmeda ensures high quality standards with QPR ProcessGuide

The medical equipment industry has high quality requirements and regulations set by national and international administrations. Datex-Ohmeda meets the qualifications by using QPR ProcessGuide to help their personnel to choose the correct procedure in their everyday work.

The project was started by searching for a software that would help the company to fulfill the quality requirements. Choosing a correct procedure plays an important role when qualifying for the requirements. QPR ProcessGuide is used for guiding the employees and the original target for the project is that everyone should be able to find the correct procedure in order to work more efficiently.



The team behind a successful QPR ProcessGuide Project.

From the left:

Wulf Trepte - Quality & Regulatory Consultant

Ola Lassborn - Quality Manager,

Karin Johnsson - Process

Development Engineer,

Johan Pantzar - Service R&D

Engineer,

Martin Peterson - R&D Engineer.

Easy usability and powerful communication increases quality level

Datex-Ohmeda will improve due to the easy usability of QPR ProcessGuide. "The need for training could not be much more less. Even a not-so-experienced person can work with QPR ProcessGuide after a half-day training. Basically developers do not need any training, as we learn while we are planning and modeling the processes." - states Karin Johnsson, Process Development Engineer.

At the moment, Datex-Ohmeda's ADVent Business Area in Bromma has some 150 procedures defined and documented. The processes are not only standard but also unique and therefore flexibility is one of the requirements for the system. "With QPR ProcessGuide we can make the adjustments and changes to processes fast and easily. Due to the flexibility of the system we do not need to hire a person to make the changes or call the vendor every time we need to modify the processes" - says Karin Johnsson with content.

Datex-Ohmeda meets the quality standards set by FDA (Food and Drug Administration), which is required in order to be able to operate in the U.S. In addition to these, ISO 9000 / 2000 standards require process orientation and conformity to standards in the processes. In order to keep up with the high standards, they use QPR ProcessGuide to monitor the processes.



“ We want to communicate the procedures to our personnel and we find QPR ProcessGuide’s web functionality a very powerful tool also in this respect. Instead of searching and picking the procedure from a list of hundreds of procedures, we can display a process map, which clearly illustrates the procedure that is the right one to choose for a certain situation. Instead of spending time on finding the procedure and making sure it is the right one, we can now easily ensure the right procedure is chosen and thus increase our quality level” –says Karin Johnsson. “

Independence and freedom to make modifications enabled by flexibility

“QPR ProcessGuide was chosen simply because it best met our needs. The easiness and the flexibility allow us to use it according to our wishes. We are not dependent on third parties when we want to modify the processes. QPR ProcessGuide covers all layers and we can efficiently link all related documents to process steps. We reviewed a few other solutions, but e.g. standard processes could not provide what we were looking for. A tailor-made system would have been too complicated and expensive and still it would not have been as good as the system we have now. We value the fact that we do not need to install the software to each and every computer, yet we can communicate and people can easily use the software via web.” –states Karin Johnsson.

Project activities

In the beginning of the project, Datex-Ohmeda set up a project team consisting of three Quality Coordinators, Quality Manager and Consultant. This team is responsible for developing and implementing the project. Quality Manager is in overall charge of the project. “ It is always important to have a set team right from the beginning, a team that is in charge of the overall planning, implementing and communication. In this way the process is smooth and people are committed to business improvements right from the start” - considers Karin Johnsson.

Future actions

Datex-Ohmeda has piloted QPR ProcessGuide in order to see how they want to use it to meet their requirements. The next step is to complete the pilot project and after that the company will start further deployment. Use of QPR ProcessGuide has raised interest also in the other locations of Datex-Ohmeda. Especially in the U.S., which may be the next opening for QPR ProcessGuide.