



COOK®

MEDICAL

How a Medical Device Manufacturer Reduced Reporting Time and Improved Work Order Tracking with a CMMS

— CHALLENGES

- *Strict Regulations from the FDA and Other Government Agencies*
- *100% Paper Based Maintenance Management Process*
- *Laborious Auditing Preparation Process*

+ SOLUTIONS

- *Maintenance Connection's Automated Reporting*
- *Maintenance Connection's Work Order Tracking Module*
- *Maintenance Connection's Preventive Maintenance (PM) Schedule*

= RESULTS

- *A Reduction in Reporting Time Required By Three to Four hours*
- *Preventive Maintenance Schedules that Diminish Downtime*
- *Improved Efficiencies that Helped Create a Better, Simpler and More Efficient way to Treat Patients.*

Cook Medical is a medical device manufacturing company headquartered in Bloomington, Ind. Founded in 1963, Cook Medical has grown to employ nearly 2,500 people who help manufacturer medical devices for 135 countries.

Cook Medical produces more than 16,000 products for a variety of specialties, ranging from anesthesiology to plastic surgery to transplant surgery. With strict regulations from the FDA and other government agencies, Cook Medical needed a way to keep an organized database of all assets, past equipment failures, and service history for compliance purposes. But with a strictly paper-based system, Cook needed a way to streamline reporting processes and automate maintenance procedures.

That's when Cook Medical found Maintenance Connection's CMMS.

"Before the Maintenance Connection rollout, we were 100% paper based," says Mike McCormick of Cook Medical. "Previously, we had no automation. Our new process really beats having to go and look in filing cabinets."

REAL-TIME REPORTS THAT AUDITORS TRUST

Operating on a paper-based system caused headaches for everyone from the compliance operator to the manufacturing technicians. The FDA requires Cook Medical to report on every asset that comes into contact with a medical device during the manufacturing process. And when it came time for an auditor check-in, someone had to dig through filing cabinets to find the paper trail of reports.

Now with a CMMS, Cook Medical has been able to reduce the time spent searching and processing reports **by three to four hours** with the help of automatic reporting.

"We're starting to see that it used to take us three to four hours to go search for paper records," says McCormick. "[With CMMS] it's almost immediate. As soon as you run the report, it's there. Now, we're able to sit in a conference room, and pull it up on the screen for the auditor to view in real time."

TECHNICIANS LIVES GET EASIER WITH WORK ORDER TRACKING

Besides the reporting functions of the CMMS, Cook Medical also relies heavily on the work order module. With thousands of products produced daily and assets spread across the manufacturing plant, the team needed a way to track work order status and requests from the floor. Maintenance Connection's work order tracking module allows the team to:

- View details on one screen, rather than a stack of papers.
- Manage labor assignments from the module.
- See calendars to gauge staff availability.
- Update work order status from the field.
- Assign work orders to available technicians.

"The users really like the work order tracking system," explains McCormick. "They're able to track what work order they have and what it is to do. And then, we can schedule a lot easier."

In addition, Cook Medical has implemented a preventive maintenance (PM) schedule on Maintenance Connection's CMMS. The plant is able to schedule automated work orders based on historic asset data. From there, technicians are alerted that service is needed, before any downtime occurs. The team found the PM process to be seamless with the CMMS.



FAST CUSTOMER SUPPORT MEANS FASTER IMPLEMENTATION

During the research process, Maintenance Connection stood out to Cook Medical because of its customer success and implementation team. McCormick says, "The customer success team is one of the things I haven't seen from any other software provider."

McCormick goes on to say that he has contacted the customer success team via phone or email, and has received a response within 30 minutes on average.

"Plus, the whole software package is very user friendly," he says. "It doesn't take a whole lot to understand. Using online resources provided by the company, you can learn how to use this system within a few hours."

Thanks to the implementation support, Cook Medical has improved reporting and transparent work order tracking from the CMMS. Furthermore, Cook Medical has been able to successfully execute on its mission: To find a better, simpler and more efficient way to treat patients.



Is your manufacturing plant searching for a way to improve reporting and work order tracking like Cook Medical?

WATCH A FREE DEMO OF MAINTENANCE CONNECTION

to see how a CMMS can help skyrocket your team's efficiencies, response times and more.

