

Case Study: Elekta Oncology

Process management in the medical industry

Client Overview

Elekta Oncology Systems of Sweden are one of the world's foremost manufacturers and vendors of cancer treatment and radiology machines.

Scenario and Challenges

In 1997 Elekta bought Philips Medical Systems and were faced with ensuring a smooth marriage of the two organisations. Each had its own established methods of working and they sought to take the best from each company's best practice and procedure for the future. For competitive reasons, it was also urgent that they gain ISO 9000 registration.

Solution

In a series of live workshops Nimbus led Elekta staff to produce simple, flexible graphic maps, using control, to define how the combined business would work. Relevant, existing and new supporting documentation was then linked to the process maps to form a complete model of the business.

The model was audited by LRQA and the company obtained ISO 9000 registration in early 1998, which was crucial in this demanding and competitive market.

Results

- Better selection of new material requirement-planning (MRP)
- Implementation of MRP system quicker and easier than expected
- 80% reduction in textual documents and better focus of activities
- Better morale across the firm and sense of ownership
- Greater consistency in working practices and customer service
- 50% reduction in time spent training new recruits

Relationship

Jon Yard, Quality Manager says, "control is the market leader because Nimbus have thought about the customer needs and will adapt it accordingly. Elekta Oncology looks forward to smooth process management thanks to Nimbus and their continued support."

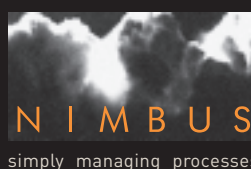
Future

Three years using control means that paper handbooks no longer exist because the system is used and maintained daily. Nimbus and Elekta Oncology continue to work together through Nimbus' online support services. Nimbus continues to provide rapid responses and further tailored solutions.



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