



Being Ready When Recall Strikes

By Eric Lomascolo, Source Support Services

Recalls are among the worst enemies of any service team. They present a time-bound challenge to fix the equipment when they happen, and it's an even bigger challenge to minimize downtime and loss of revenue while doing so. Also, this work is additive; service teams are stretched thin already with their everyday duties, but they have to find the bandwidth to address the recall – often at the expense of other organizational priorities.

In order to minimize the effects of a recall on your business and its impact on patients, it's essential to have the right systems, expertise, and resources in place before you ever need them. Ideally, we'd recommend a proactive approach that doesn't affect your bottom line. This can include:

- **A worldwide field engineer network.** You can't know exactly where a recalled piece of equipment would need to be serviced, or how quickly that work would need to take place. Having a team that can deliver remediation services whether it is replacing a faulty part or installing critical firmware, no matter what, all over the world is imperative to successfully addressing any recall. This network also should have the ability to scale on demand, so you can be sure you'll have the manpower and bandwidth you need to get the job done.
- **Centralized project management.** It's helpful for these resources and systems to be managed by one entity, in one place. Having one team handle the organization and alignment of resources that can span across multiple internal and external departments is imperative to ensuring the most optimal execution of service. It's all about efficiency; the simpler and easier the process of scheduling with your customer and tracking and



reporting on the progress of the project, the faster the work gets done and the less the recall will affect the organization.

- **Transparency.** Real-time telemetry data, and comprehensive reporting. That centralized management team should have a wealth of data on exactly how the equipment is being used in production, and the ability to harness it however they need. With that information, optimal decisions can be made about when and how to service equipment to minimize negative impact on the business.
- **Compliance.** When time is of the essence, and quality is of even more heightened importance, having accurate real time reporting and documentation is critical to ensuring regulatory compliance. From the moment the technician arrives onsite to the repair of the afflicted equipment, proper data management and tracking is key to a successful recall.
- **Complimenting Logistics and Support Systems.** Whether your product is in a hospital, laboratory, doctors' office, or urgent care clinic, in the event of a recall, the proper tools and parts need to get to your customers no matter where they are. Having a reliable logistics solution that integrates seamlessly and can meet the timetable requirements of the remediation efforts being provided by your field service technicians, project managers, and quality managers is imperative to getting your customers back up and running as soon as possible.
- Finally, and maybe most important: **a sophisticated, well-implemented quality management system.** Protecting your brand is of the utmost importance and having an experienced team of technical support assets assisting the field engineer on each and every onsite will make sure that the first visit is the last visit.

These are all aspects of Source's comprehensive, worldwide service network. With over 12,000 certified field engineers spread throughout the world, Source is ready and available 24/7/365 to serve. Our U.S.-based Support Operations Center is skilled in resolving issues quickly. Depending on the timeline of your project, we will work with you to match your level of expediency while ensuring regulatory compliance and quality throughout. Through our dedicated project management team, you are able to track and report on all recall data activity to confirm your organization is meeting all regulatory and compliance standards. Additionally, we have a main warehouse in Atlanta, GA, a worldwide network of FSLs, and a team of logistics coordinators, to ensure parts and tools are always where they need to be.

No matter what your service needs and challenges are, we stand ready to meet and solve them. We look forward to hearing from you.

For more information on Source's outsourced service model, please visit sourcesupport.com.