

# Reduction of Non-Conformances

## Client:

Sterigenics delivers global medical sterilisation and validation services

## Sterigenics' Requirements:

Remove causes of non-conformances (failure to achieve full sterilisation)

Reduce damage to products

Achieve annual Quality targets

“ This work has improved service and quality for our key customer ”



## Project Summary:

Highlighted critical areas within the business to focus efforts

Guided staff to identify the root causes of non-conformances

Worked with staff to correct internal processes to achieve right-first-time sterilisation

Supported countermeasure implementation to ensure control of process is maintained

Verified action plans to reduce product damage

“ We have backed up our understanding of customer requirements, raised operator involvement, and reduced non-conformances by c. 2/3. ”

Craig Baker  
Quality Manager



## Sterigenics's Results:

Achieved 2011 Quality / Non-Conformance targets

Reduced non-conformances by 50%

Reduced damage to product by 60%

Trained and accredited Quality Manager to Green Belt level

Improved understanding of, and reaction times to, CAPA (Corrective Action & Preventative Action)

Reduced losses to Cost of Poor Quality by £30k per year

