

Reduction in complaints backlog of 15,000+ recall products within 7 months to sustenance level of 1000+ complaints per month

Background: Europe based leading medical device manufacturer has problem with fretting and corrosion resulting in voluntary recall. 20,000 devices implanted, 15,000 within the United States in less than year to retain market share

Solution:

- Core team formation and training at customer site followed by execution at offshore location
- Created 1000+ Product Inquiries and submitted close to 3000 complaints in track wise in a single day
- Recall investigation WIP always maintained above 90% against the target of 70%
- Lean concomitant project: 80% reduction, saved 404 hours. per year for complaints investigation tasks
- Closed 100+ investigations within a week for one of the product families to meet the predetermined target



Team Size

24

Phase/ Model

1

Performance

- Reduction in complaints backlog.
- WIP maintained above 90% against target 70%

Business Impact

Retainment of market value/share in respective business sector