

DRAMATICALLY HIGHER QUALITY WITH COMPETITIVE PRICING



“You make my job easier. Please do not change a thing in your process. We love your product!”

– Production Manager at Fortune 500 medical device OEM

Bentec Improves Fortune 500 OEM’s Vendor Quality Scores from 60% to 100%

A Fortune 500 medical device OEM customer was experiencing recurring quality issues with a six-layered, miniaturized electrode assembly used to cauterize tissue in a surgical procedure. Despite the product’s long commercial track record, the customer was consistently grading the competing supplier at only a 60% quality score, primarily due to a combination of dielectric test failures, assembly problems with the plastic shrink tube and delamination of the silicone over mold.

The Customer’s Challenge

Starting with the customer’s existing drawings and product specifications, develop production routers and work instructions in order to de-risk the fabrication and assembly of this complex device and eliminate the chronic quality problems experienced by the competing supplier.

The Bentec Solution

To address this challenge, Bentec conducted a thorough design for manufacturability and quality exercise in order to evaluate which features of the device presented the highest risk for potential quality problems. To address each risk point, we applied proprietary fabrication and assembly techniques developed over our decades of experience in the medical silicone industry. For example, we utilized a pre-existing proprietary technique to assemble the silicone shrink wrap for each tubing layer and developed proprietary tool-

ing to automate certain aspects of the assembly process, both of which were designed to eliminate risk points within the production process and to reduce the risk of fabrication defects. In addition, Bentec leveraged its breadth of capabilities to perform all extrusions, mold design, micro molding, over molding and assembly in-house, controlling all aspects of the fabrication and assembly process within its robust quality protocols. When taken together, all of these steps helped Bentec generate a product solution exceeding the customer’s expectations, based on the following results:

- 1. Improved Quality Scores from 60% to 100%**
While the Fortune 500 medical device OEM customer consistently graded the competing supplier at only a 60% quality score, Bentec has and continues to earn a 100% quality and delivery score from the same customer, on the same part number, every month.
- 2. Provided Competitive Pricing**
Despite such a significant improvement in product quality, Bentec was able to provide competitive pricing due to the high manufacturing yield enabled by the robust quality assessment and proprietary production techniques we implemented for this customer.
- 3. Achieved a 60% Shorter Lead Time**
With our high manufacturing yield and robust

quality system, Bentec was able to offer the customer a 60% shorter lead time than the competing supplier could on the same part number.

Conclusion

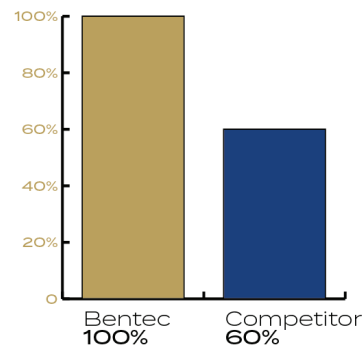
For an existing commercial product with high complexity, even Fortune 500 medical device OEM’s and their larger tier 1 suppliers may experience quality issues that become difficult to resolve. For Bentec Medical, no problem is too big, and no challenge is too great.

The improvements noted above to the tissue cauterization electrode represent just one of several recent examples whereby Bentec has helped OEM’s exceed performance standards, improve quality, reduce costs and compress development time for their medical devices. Our decades of experience in silicone material science engineering and our industry-leading breadth of silicone fabrication capabilities have given us the opportunity to become a strategic business partner to our valued OEM customers.

Find out how we can exceed your expectations at www.bentecmed.com.



Vendor Quality Score BENTEC vs. The Competitor



60% SHORTER LEAD TIME
After selecting Bentec’s silicone fabrication expertise

