# TIMER PRO
## professional

CLIENT SPOTLIGHT

## Timer Pro realizes big savings in the Healthcare Device Industry

**A recent client of ours, Robert, from a global manufacturer of healthcare devices, shared a bit about the success and overall experience of implementing Timer Pro into the company's processes. We sat down and had a discussion with him.**

Processes are what drives this type of business. A hundred different processes repeated a hundred different times by a hundred different people. Is the process streamlined and repeatable? Are there clear steps along the way that create waste — or rather, gaps that introduce a significant amount of non-value added time? Is there a way to quantify this? These are all questions that Robert and his team regularly confronted. If you're only as profitable as your processes are lean, how do you ensure that you're able to find the clearest path from A to B? Robert shared that previously, he would have to use a stopwatch while studying steps on the plant floor — he would tediously capture times by hand. This opened up issues around human error — not to mention, the antiquated process was a headache in and of itself. There had to be a way to review the processes and streamline them. Enter: Timer Pro.

Robert had previously worked at another company that utilized Timer Pro. "We saw the tremendous benefits of integrating the standardized workflow system into the company's processes — the gains were vast and the opportunity of improvement was plentiful and immediate." He knew the solution for this company would be integrating Timer Pro again.

Robert guided a team tasked with introducing Timer Pro to this company by way of a series of workshops made available at various plants. From there, the staff was able to study their processes with Timer Pro's robust video tool and discover ways in which they can make adjustments and further streamline every step along the way — ultimately saving a substantial amount of money. The entire process was captured by video; from there, each step was further analyzed. One could easily make notes, include drawings and study each simple step to ensure that every aspect of the process was focused wholly on gains. Robert shared how a simple 3 second process was able to be shortened by a 1/2 second. And a 1/2 second, when replicated over a large number of processes and people, saved the company an extraordinary amount of money. He shared that by merely introducing the product via a single workshop, the company was able to realize a savings of $150,000 (on the low end). And that was per workshop. The opportunity for savings and waste removal was immense. And they were just scratching the surface.

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## APPLIED COMPUTER SERVICES

Revision controlled standard work is automatically digitized in Timer Pro — critical in the medical and pharmaceutical industries.

Clients report Timer Pro shaves 50% off the balance effort in U-shaped production lines.

Timer Pro's second-largest market is the healthcare sector.

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**HEALTHCARE**

The main goals for utilizing Timer Pro for this specific company were to create standard work documentation, job breakdowns and offer value-added analyses. Robert shared that when he introduced colleagues to Timer Pro, he used a simple video of him making a cup of coffee in his kitchen. Using the straightforward process that we are all familiar with, he identified a few key steps — the pouring of freshwater into the coffee machine, the introduction of ground beans and filter into the container, the pushing of a button to brew, the pouring of a fresh cup of Joe into one's mug. Finally, discarding the spent beans and filter into the trash can. All of this was analyzed by the Timer Pro video system to highlight ways in which improvements to the overall process can be made. Moving the wastebasket from the far end of the room to a closer spot shaves off quite a bit of time. Ensuring that the beans are ground prior to making coffee reduced a substantial amount of time as well. Replacing the old beans and filter with a new one at the close of the process streamlines further still. These are steps that improve the overall flow of the caffeinated morning ritual. Once reviewing this within the Timer Pro system, one can easily make notes and add details to the video. The final outcome was a highly efficient and informed process.

Robert shared that there were challenges along the way — the main one being that most employees (and people in general) are opposed to change. Learning about a new program and adopting new practices is something that requires an investment of time and a willingness to move out of a comfort zone. Change Management required a dedicated group of Timer Pro champions to push the benefits and support the company's move to a new system. Once a team committed to learning Timer Pro, they were able to see the substantial shifts that became obvious to them almost immediately. With Timer Pro, a simple investment in time is all it takes to understand the intuitive interface. With a comprehensive library of videos, the team was able to access a detail-rich overview of the software. Robert shared that initially, he needed to invest a few hours a week to build his understanding of the software. After that, everything was simple and straightforward. He was quick to mention that whenever he had questions or wasn't able to find a solution, he reached out to Applied Computer Services and they got back to him almost immediately. This superior level of customer service surprised him, he shared. His team has always been supported and he has always received answers and solutions in a timely manner. He also really appreciated the ability to have templates aligned with the company's branding. Everything felt like it was made just for them.

As technology and products adapt and evolve, so should the processes that go into their manufacturing. Robert was able to introduce Timer Pro to this company and unlock immense ways of improving systems and processes. Timer Pro was tailored to fit the company's unique needs and enables them to constantly revisit processes and study steps ensuring that they are capturing the most efficient processes and replicating these time and time again. This system has offered a template for ongoing discovery and knowledge sharing; allowing the company to always be in a state of progression and growth.

**Let us show you how Timer Pro can work for your organization.**

**Visit us at www.acsco.com or give us a call at 866.920.0130.**