



mobile made easy.

DePuy Orthopaedics

A Johnson & Johnson Company

**SYCLO SOLUTIONS
ELIMINATE RELIANCE
ON PAPER FORMS AND
MANUAL DATA ENTRY,
SAVING MORE THAN
\$40,000 PER YEAR.**

DePuy Orthopaedics improves productivity and preventive maintenance with Syclo's mobile technology, ensuring compliance.

QUICK FACTS

Implementation at four plants streamlines operations worldwide.

Minimizing paperwork boosts technician productivity.

Access to data on mobile devices improves technician effectiveness.

Paperless workflow frees managers to execute more planned and preventive maintenance.

Challenge:

DePuy Orthopaedics began business in 1895 as the world's first manufacturer of orthopaedic devices. Now, as a subsidiary of Johnson & Johnson, DePuy is headquartered in Warsaw, Ind., and is fully regulated by the federal Food and Drug Administration (FDA). In 2004, the company took decisive actions to better manage critical assets. Because its homegrown solution had proven insufficient, DePuy sought an improved way to manage and maintain assets and meet FDA operating requirements while controlling costs.

Solution:

After exhaustive research, DePuy elected to implement an enterprise asset management (EAM) system with the Mobile Suite work management technology, powered by Syclo. DePuy also selected Strategic Maintenance Solutions (SMS) for systems integration because of the company's proven track record in the life sciences community. The combined technology helped DePuy extend asset life, meet production targets and generate accurate reports. It will ultimately serve as a consolidated EAM system for the DePuy Franchise.

The Right Rollout, Right Away

An implementation team was assembled in the Indiana plant, and their charge was straight-forward: do the rollout right, and do it right away. Managers set goals they felt were achievable with a strong plan driven by the right technology and expert assistance. Adherence to tight timelines enabled them to meet, and in some cases exceed, their implementation targets.

The value of deploying a sophisticated EAM system that delivers operating benefits was clear to all involved. "There was little doubt in anyone's mind that an EAM system was the choice for our four plants, and that adding mobile technology to the initial rollout was the fastest way to realize all the benefits and return on our investment," said Kevin Clark, former team leader for maintenance at DePuy. "We had an extensive 'have-to-have' list that the EAM system had to deliver, and at the top were mobile technologies that would



free our technicians from the time-wasting inefficiencies of paperwork."

Prior to the installation of the Work Manager, DePuy was using paper work tickets, generated electronically or manually, to drive both planned and reactive maintenance activities among its skilled technician team at its four plants located in Indiana, Massachusetts (2) and Ireland.

An aggressive timeline was put in place with the multifaceted project plan to be executed in five months. The team managers had strict parameters for the project, carefully monitoring cost structures, user acceptability and training and long-term cost of ownership for the application.

They also had to keep an eye on the validation requirements of the FDA, which holds all medical and pharmaceutical manufacturers to extremely high asset safety and performance standards. Under FDA rules, all maintenance activities must be tracked and codified, preferably with electronic signatures that cannot be altered. To meet these regulations, DePuy turned to system integrator SMS, an experienced service provider in this environment subject to 21 CFR Part 11 rules.

Increasing Planned Work

The primary objective for the senior group, which comprised the top asset managers from the four sites, was to transition the technicians' focus from reactive work to planned work. "No matter what you call it — reliability-based maintenance or a preventive-predictive program — it's all about doing planned work. When you cross that chasm into doing more planned work, the reactive work declines because assets are performing as expected, equipment failures are minimized and production downtime is reduced. Our goal is to reach 80 percent planned work by the end of 2006," said Clark.



After more than a year in operation, the team has realized that the average technician, who once spent nearly 30 minutes per shift dealing with paperwork is now spending less than 10 minutes on paperwork, per shift. For each technician, that equals nearly 80 hours a year in added "wrench time", or time spent on equipment. With more than 100 technicians at the four plants, the increase in completed work and the ability to move to more planned work have been impressive.

Managers tracked overhead costs from their old system to new mobile applications that eliminated paper forms as the media for communications. Their pre-EAM mobile costs averaged more than \$1,000 a week in paper costs and data entry. After mobile technology was deployed — ending reliance on paper forms and manual data entry — their overhead costs dropped to about \$210 a week. That amounts to an annual savings of over \$40,000.

PRODUCTS IMPLEMENTED

SMART Work Manager

Boost productivity and improve on-the-job performance by connecting mobile employees with the critical data they need to better manage work and service requests.

Agentry™ Platform

Design, deploy and manage the entire lifecycle of mobile projects on one software platform. Agentry shortens development times and lowers application maintenance costs while maximizing value and delivering sustained ROI.

DePuy Orthopaedics has realized significant benefits since deploying Syclo's mobile technology.

- With mobile technology, technicians now spend less than 10 minutes per shift on paperwork.
- Without the expense of labor hours spent on paperwork and data entry, DePuy saves more than \$40,000 per year.
- Improved management of work orders allows technicians to perform more planned and preventive work.
- Increased data accuracy and mobile access to critical information enable DePuy to stay in compliance with FDA regulations



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