

Teleflex®



Tineke Soors, Senior Quality Engineer at Teleflex, based in Belgium, has been using Singlepoint since 2014. The company make medical devices and Teleflex have been using a tailor-made Customer Complaints module with 100+ users throughout Australia and Europe (10 – 15 countries in all with the potential for further expansion into India, USA and Asia). The Singlepoint site is a hosted, rather than on-site solution.

Teleflex's tailor-made solution for Customer Complaints has ensured a faster, more efficient system with no room for duplication or user error, coupled with usable reports.

"We used a manual system before with no consistency; several countries were using different tools and processes. Service errors were mainly processes via email and attached documents, which was very labour-intensive. There were a lot of important fields missing, there was room for error as there were no drop-down fields and it was impossible to report on. With Singlepoint, all of the information is in one place, everyone gets notifications when a new service error is logged, everybody is completing the same information and it's easy to report on. Our system is now more efficient, transparent, saves lots of time and there are no

longer duplications as only one error can be reported for one delivery number".

"Although we had looked at another system, it was very expensive and Singlepoint won through. I'd used it at another company I'd worked in previously and recommended it to Teleflex. Our users find it much faster than the previous manual system, there is visibility to other departments who can access certain data and training is very quick and easy as it's straightforward and not hard to use".

We're delighted that Singlepoint has proved such an asset to Teleflex. Being able to use the same system by multiple sites in multiple time-zones has proved to be extremely efficient.