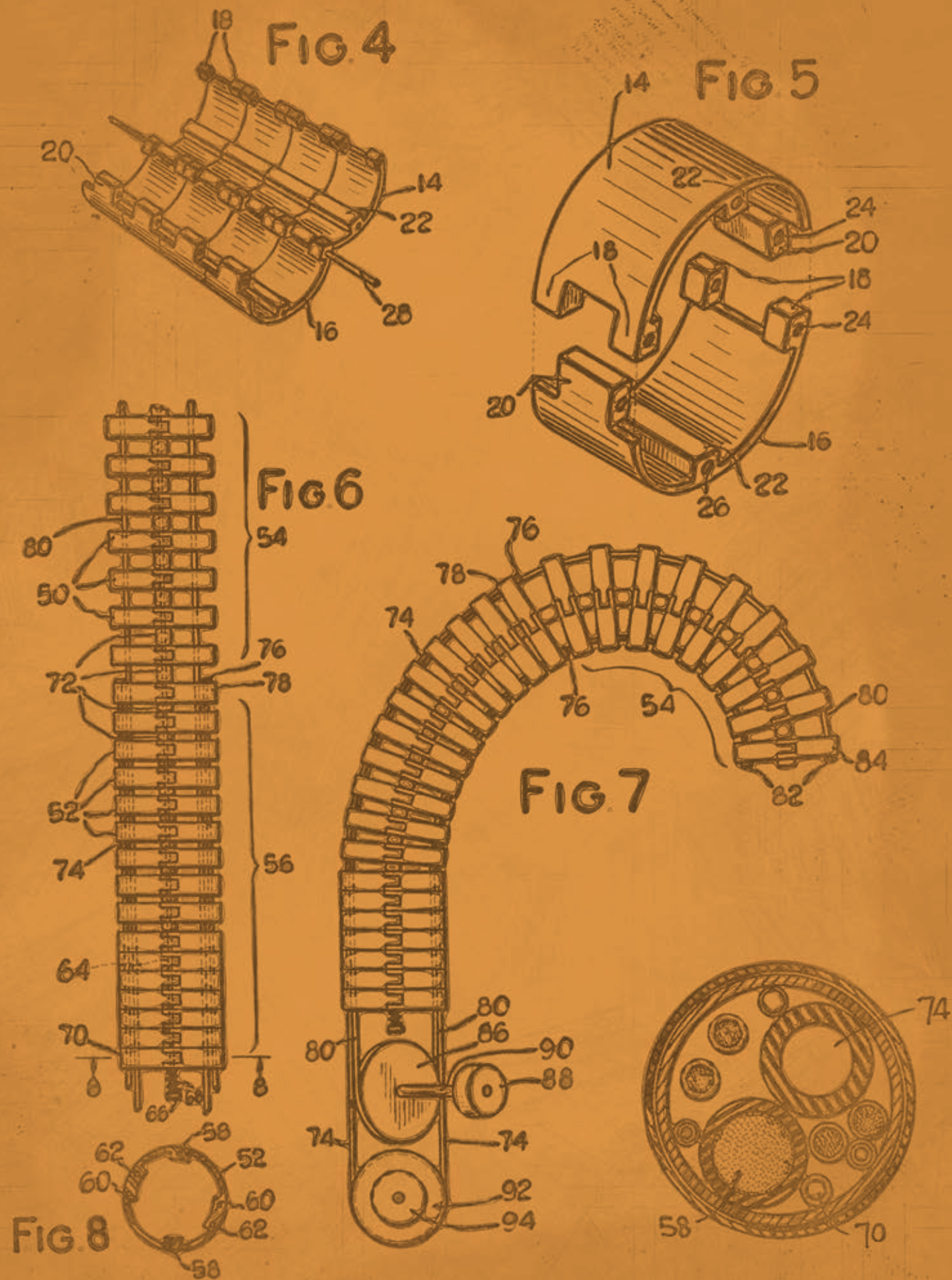




**Flexible endoscope**  
Repair





## Who Are STERIS Instrument Management Services?

At STERIS Instrument Management Services we believe in supporting our Customers to deliver the very best in patient care. We combine engineering, data and healthcare expertise to empower our Customers to make smarter and more cost effective decisions across their sterile departments, surgical theatres and biomedical engineering teams.

*This brochure focuses on our flexible endoscope repair capabilities.*

## What Do We Do?

STERIS Instrument Management Services is the world's largest provider of surgical device third party repair services and part of a global end-to-end infection control and theatres solution.

We currently offer the following services:

- SURGICAL DEVICE REPAIR
- SURGICAL INSTRUMENT REPAIR
- SURGICAL INSTRUMENT STERILISATION AND DECONTAMINATION
- ENDOSCOPE DECONTAMINATION
- SURGICAL INSTRUMENT SALES AND HEALTH CONSUMABLES

In 2017, we added to our range of UK repair services by introducing flexible endoscope repair. Our capabilities and global expertise, combined with our technology infrastructure, allow us to perform complete repairs of flexible endoscopes from a variety of Original Equipment Manufacturers

**i** Have you considered an alternative to the Original Equipment Manufacturer for your flexible endoscope repair?



# Where Do We Repair Your Flexible Endoscopes?

Have you ever wondered where your endoscopes go once they leave your clinical departments or engineering teams for maintenance? At STERIS Instrument Management Services, our UK flexible endoscope repairs are undertaken in our specialist repair centres here in the UK

Our experienced technicians are dedicated to the continuous improvement and engineering protocols in which they trained and have gained many years experience, so with us your endoscopes are in safe hands. For added reassurance all repairs are certified to ISO13485 standards using the latest repair technologies and replacement parts.



**i** Did you know? STERIS Instrument Management Services has 9 global repair centres, with 2 repair centres in the UK, and employs over 400 repair technicians.





## Why Choose STERIS Instrument Management Services?

### Supporting your Clinical Service

We offer fast turnaround times and loan endoscopes whilst your endoscope is undergoing repair.

### Quality Assurances

Every flexible endoscope repair is certified to ISO13485 and comes with a 1-Year warranty on parts and workmanship. We also meet the requirements of Annex II of MDD 93/42/EEC.

### Flexible Pricing Options

We offer a variety of pricing options tailored to your needs.

### Managing Transitions

We provide a clear process for maintenance contract implementation, ensuring a transition to STERIS Instrument Management Services does not affect your clinical service in any way.

### Tailored Logistics

Choose between a repair collection from our dedicated network of sales representatives or an independent courier (dependent on your needs).

### Detailed Reporting

Our internal reporting software offers an unprecedented level of detail that enables us to support you in understanding and targeting the root causes of repairs and how to avoid them in the future through education and training.

### Peace of Mind

Our global network of repair centres gives our Customers the confidence they need in our flexible endoscope repair service.

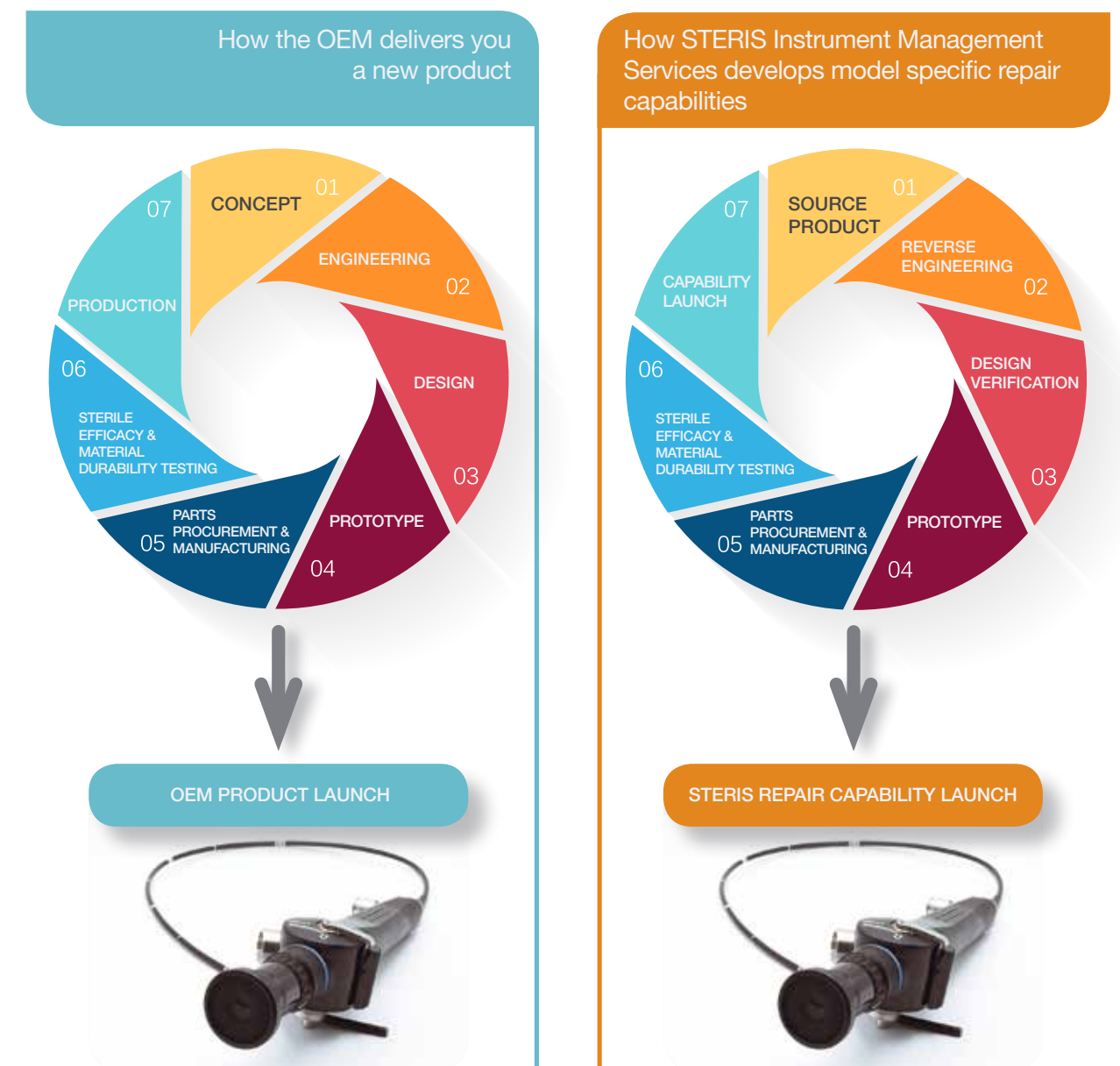


STERIS Instrument Management Services

## Our Technical Excellence A World Class Repair Service

As a leader in the healthcare services industry we employ dedicated engineering, manufacturing and repair technicians to ensure the service we provide is the best it can possibly be. Our infrastructure and advanced technological capabilities ensure that all devices are returned to the you as their original specification would dictate, allowing your clinical teams to deliver the best in patient care, whilst reducing departmental asset maintenance costs.

Maintaining the correct functionality of your flexible endoscope after every repair is critical. That's why we follow the same principles as the manufacturer when we develop our model-specific repair capabilities.



STERIS Instrument Management Services



# Why We Are Different

## Our Reverse Engineering

Our research and development team consists of more than 30 engineers who use state-of-the-art tools and software to meet the design parameters and tight tolerances for every necessary replacement component.

## Our Parts Procurement & Manufacturing

Over 2,000 unique parts are manufactured by our in-house precision manufacturing team, operating more than 34 CNC machines. We also manufacture components for medical and aerospace industries.

## Our Repair Methodology

We develop and manufacture custom tools, jigs, and fixtures that are not available on the open market to ensure precision component replacement and repair accuracy.

**i** Did you know?  
Loan endoscopes are available for use during a contract repair.

# Our Value Added Services

STERIS Instrument Management Services is committed to helping to increase the lifespan of your flexible endoscopes through maintenance and repair programmes that work for you.

As part of our maintenance service, we offer and support proactive strategies to help reduce the severity and frequency of equipment malfunction, thereby mitigating clinical risk and reducing costly repairs.

## How Do We Support You?



### Department Evaluations & JAG Accreditation Support

Used to identify areas for targeted educational in-services and staff competencies; STERIS Instrument Management Services are also able to support your department prepare for a JAG assessment.



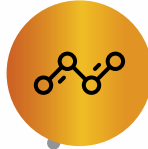
### Proactive Maintenance Inspections (PMIs)

On-site PMIs help you understand the condition of your endoscope inventory and catch minor repairs before they become major issues, helping to avoid unplanned downtime.



### Staff Educational Support

The vast majority of flexible endoscope repairs are caused by controllable or preventable damage. Education on the cause, effect, and prevention of recurring equipment issues is a key component.



### Trending & Analysis

STERIS Instrument Management Services uses our internal reporting software to understand the root causes of repairs and to collaborate with our Customers to improve processes.

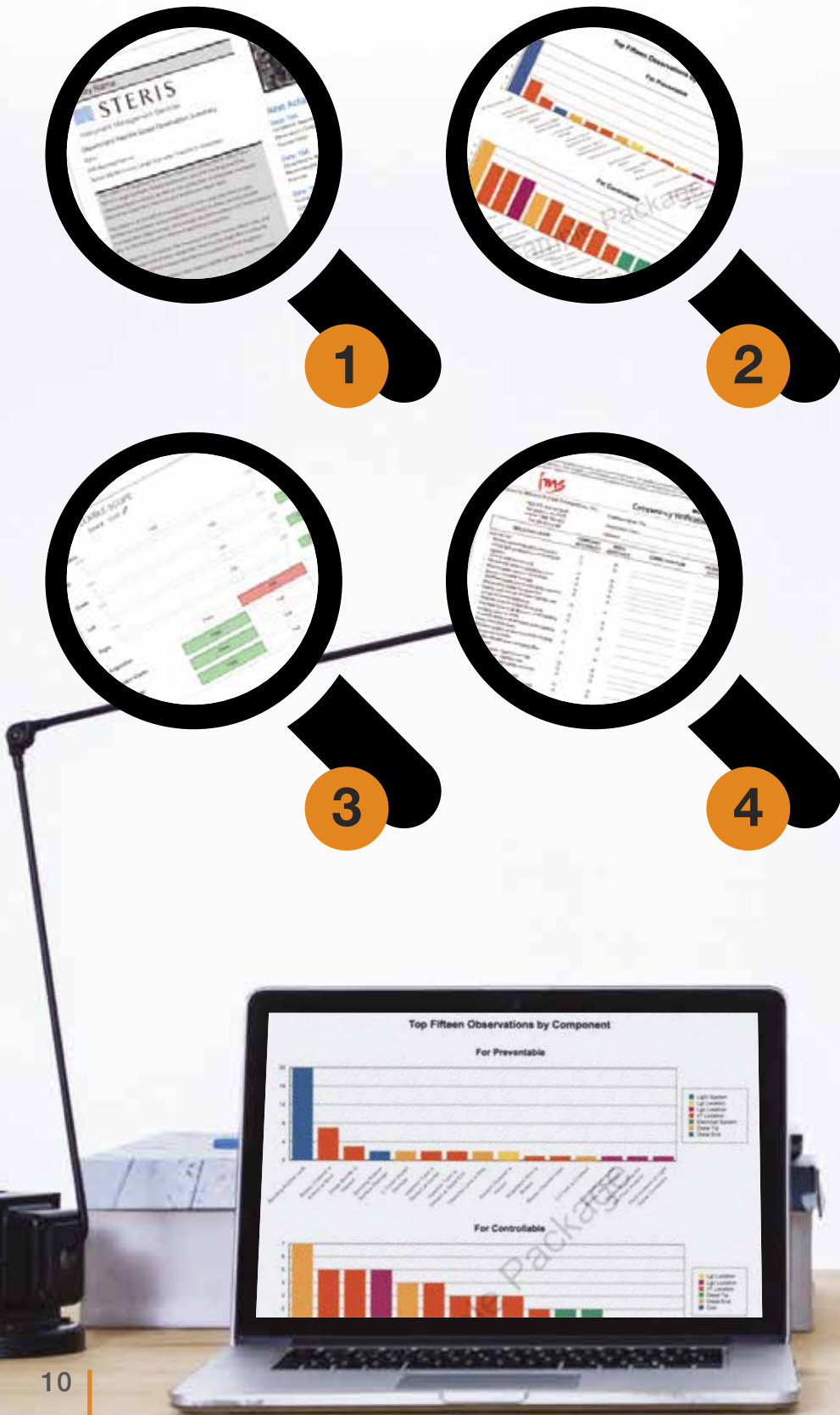


### Periodic Management Reviews

We conduct monthly operational reviews and Quarterly Business Reviews with our contract Customers to manage maintenance contracts effectively and promote collaboration.

# Management Information

Enabling Transparency for our Customers



- 1 Sample summary page of a STERIS IMS GI Department Assessment Report
- 2 Sample observation code summary report, showing the types of repairs undertaken for a Customer, allowing targeted education specific to repairs undertaken.
- 3 STERIS IMS Preventative Maintenance Inspection Portal
- 4 Sample of a Mechanical Leak Test competency verification checklist, used to support Customers with staff education.

# Financial Savings

At STERIS Instrument Management Services, we believe our Customers should be provided with an alternative to flexible endoscope repair by the original equipment manufacturer, whilst offering competitive pricing.

That's why we offer a variety of pricing options to suit your specific needs:



## Our fully comprehensive service provides:

- Budget certainty
- Low administrative workload and no estimate-approval related delays
- Courier costs included
- On-site pre-contract inspections
- Priority value-added services
- Access to our loan pool

**i** Did you know? We deliver up to 50% savings compared to repair by the Original Equipment Manufacturer\*  
\*based on sample data taken from Customer analysis 2017

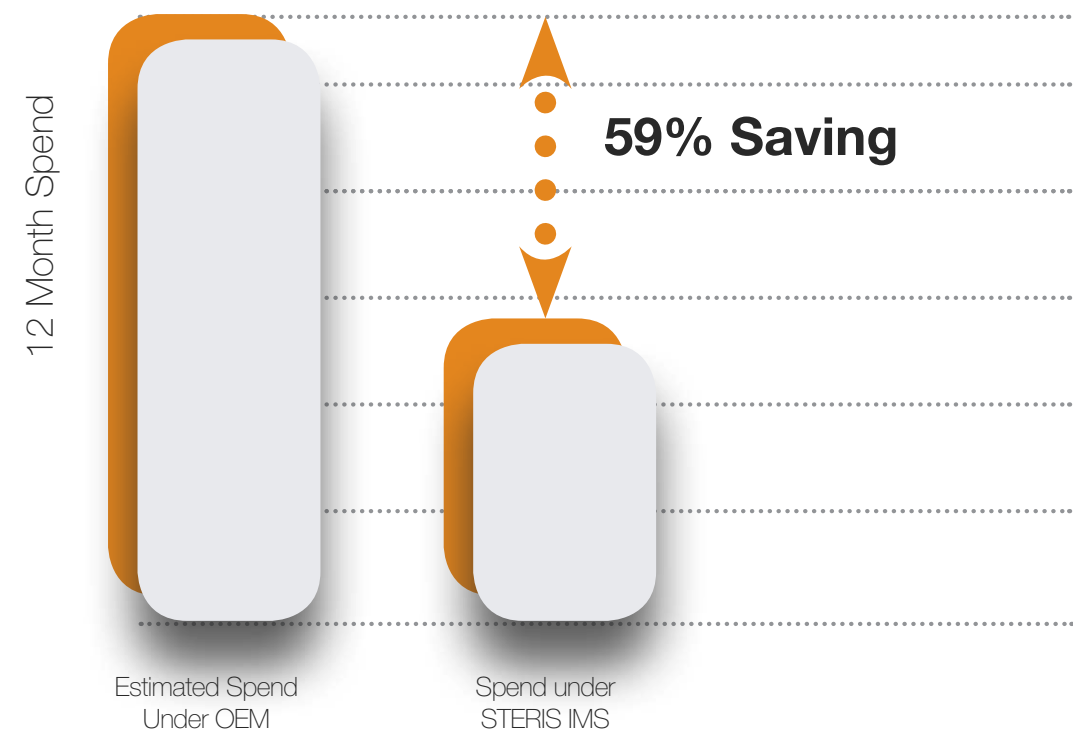


# Case Study

## Savings for a Southern UK NHS Trust

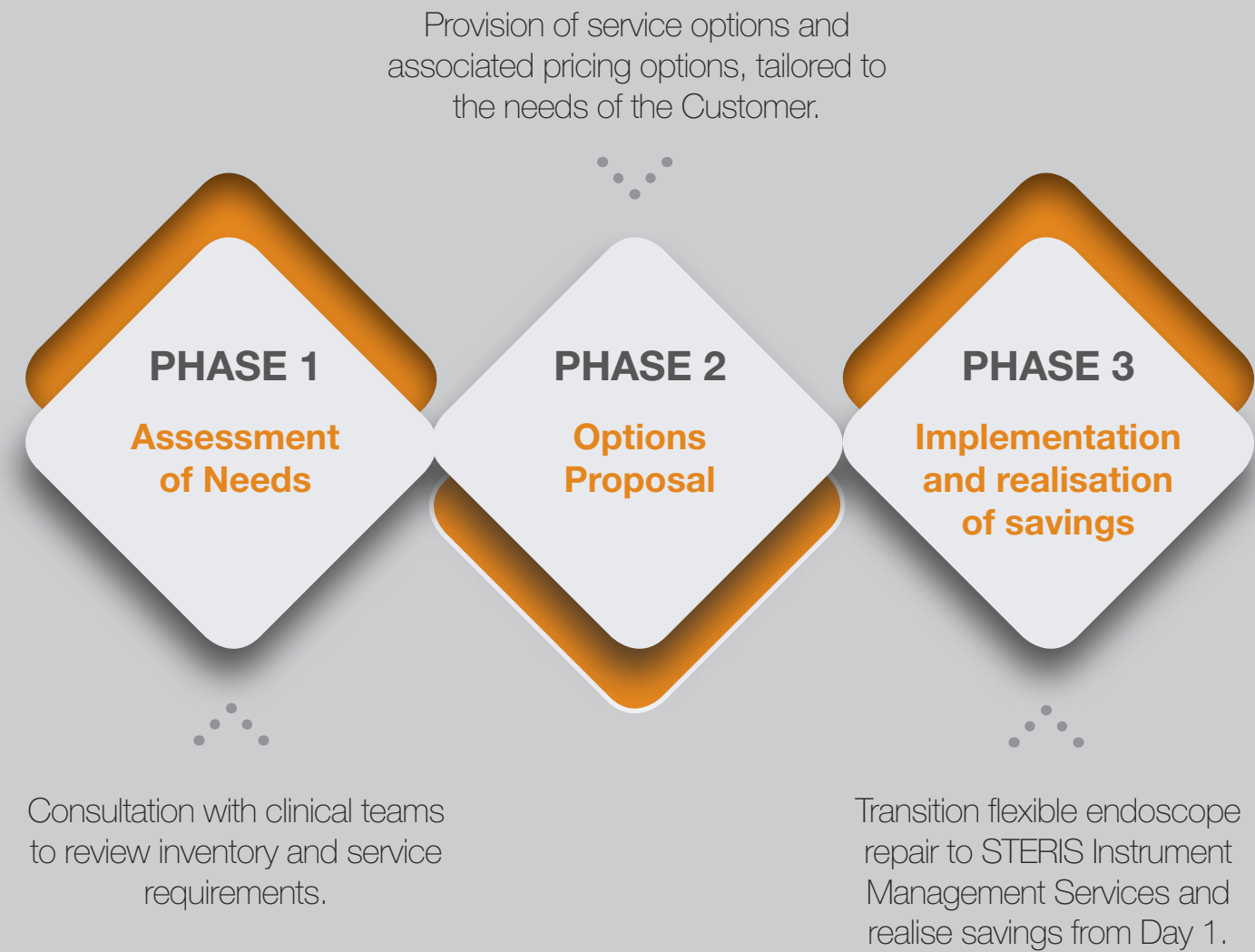
STERIS Instrument Management Services work with you to assess your needs and provide the best options, tailored to your service requirements, whether that be a fully comprehensive contract or off-contract coverage.

The case study below shows the process undertaken at a large NHS Trust in the South of the UK, to transition flexible ureteroscopy repairs to STERIS Instrument Management Services from the Original Equipment Manufacturer (OEM) and the associated 12-month financial savings that have been obtained as a result.”



### 12-Month Financial Savings obtained on Flexible Ureteroscopy Repairs at a Southern UK NHS Trust

*"Spend under STERIS IMS" shows 12-month actual spend for STERIS IMS flexible ureteroscopy repairs. "Estimated Spend under OEM" shows the estimated 12-month spend had the Customer continued to use the OEM for flexible ureteroscopy repairs. This is calculated at historical Southern UK NHS Trust OEM pricing with the exact same number of repairs undertaken.*



We provide the highest standard in quality assurance for all the devices you commit to our care.



# STERIS Instrument Management Services Repairs Customer Charter

The STERIS Instrument Management Services Customer Charter is a set of standards that outline what our customers can expect from us and what we will strive to always deliver.

**Safety** – At the forefront of everything we do is the safety of your patients, this defines the processes, parts and resources that we use to ensure we provide the highest standard in quality assurance for all the devices you commit to our care.

**Longevity** – We recognise the investments you make in your surgical devices, that's why we can repair equipment that is no longer supported by the original manufacturer, keeping it in service for longer. All our repairs come with a range of warranties. Just ask us for details.

**Savings** – We can typically offer savings of up to 50% when compared to an OEM repair, and, any repairs we make will not compromise warranties, in fact, we are confident we can extend the life of your devices maximising the life of your surgical assets.

**Assurance** – Our repair centres are UK based so you know exactly where your endoscope is being repaired. We welcome visits from our Customers. Contact us for further information

**Education** – By providing education and training on effective handling of your surgical devices, we can help you not only extend the life of your surgical assets but reduce costs associated with common or avoidable repairs.





# Our Repair Capabilities

A representative sample of our service capabilities is shown below.

## OLYMPUS®

OLYMPUS® ENDOSCOPES SERVICED:

- Gastrosopes:**  
All common models of 240, 260 and 290 series
- Colonoscopes:**  
All common models of 240, 260 and 290 series
- Duodenoscopes (ERCP):**  
All common models of 240, 260 and 290 series
- Ultrasound Scopes:**  
Common models of Olympus Endoscopic Ultrasound Scopes (EUS/EBUS)
- Cystoscopes:**  
All common models.
- Ureteroscopes:**  
All common models.
- Bronchoscopes:**  
All common models.
- Laryngoscopes/Rhinolaryngoscopes:**  
All common models.
- Choledochoscopes:**  
All common models.

## STORZ®

KARL STORZ® ENDOSCOPES SERVICED:

- Cystoscopes:**  
All common fibreoptic models.
- Ureteroscopes:**  
All common fibreoptic models.
- Bronchoscopes:**  
All common fibreoptic models.
- Laryngoscopes/Rhinolaryngoscopes:**  
All common fibreoptic models.

**i** Did you know?  
This is a representative sample of our service capabilities. We also repair flexible endoscopes from other manufacturers such as Gyrus ACMI®.

Contact us for more information by calling  
**03452 414747**  
or emailing us at  
[endo\\_repairs@steris.com](mailto:endo_repairs@steris.com).

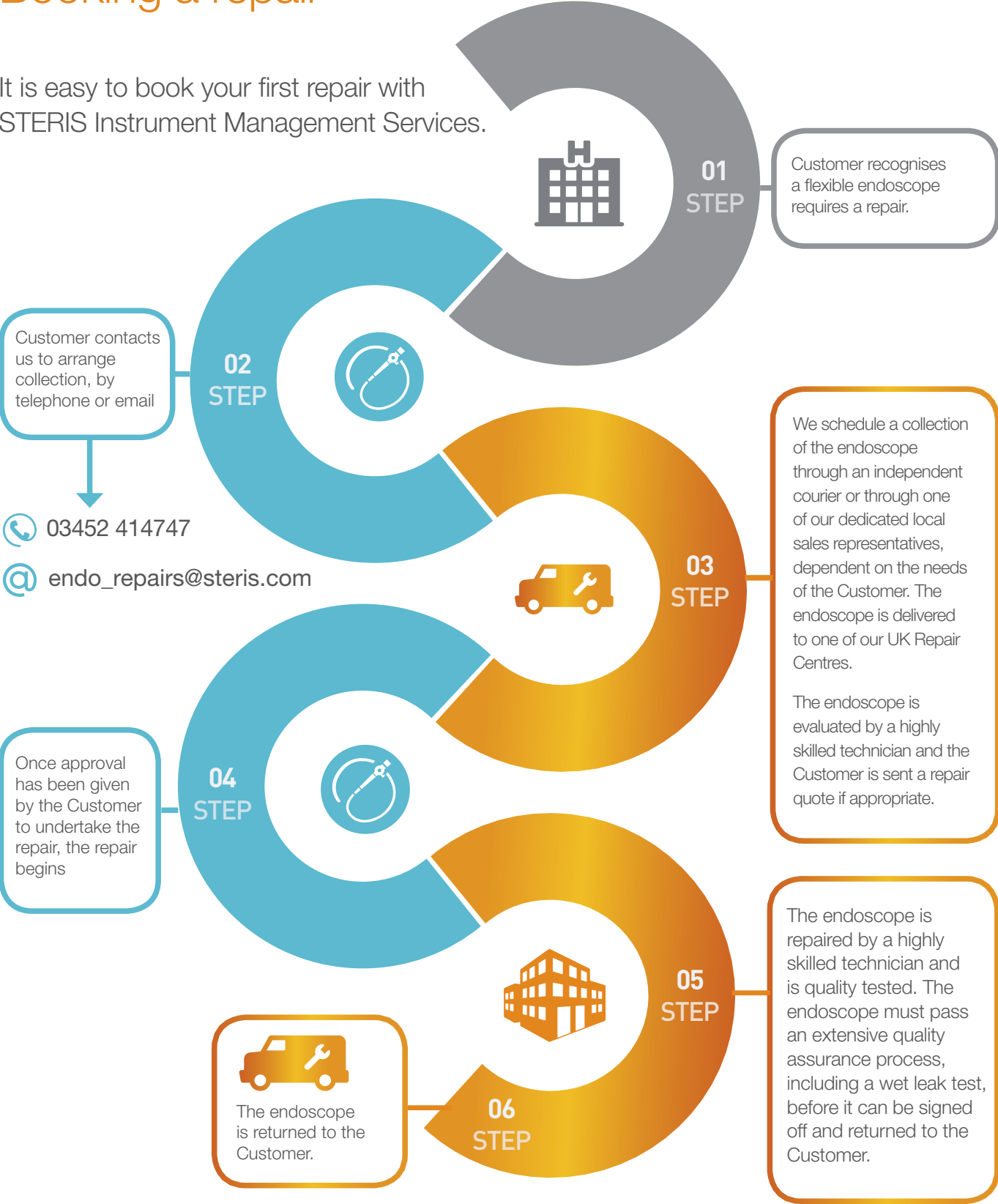
## PENTAX®

PENTAX MEDICAL® ENDOSCOPES SERVICED:

- Gastrosopes:**  
All common models.
- Colonoscopes:**  
All common models.
- Duodenoscopes :**  
All common models.
- Cystoscopes:**  
All common models.
- Ureteroscopes:**  
All common models.
- Bronchoscopes:**  
All common models.
- Naso-Pharyngo-Laryngoscopes :**  
All common models.
- Intubation Endoscopes:**  
All common models.

# Booking a repair

It is easy to book your first repair with STERIS Instrument Management Services.



# To find out more

We pride ourselves on the Customer experience that we provide. That's why, at STERIS Instrument Management Services, we take a different approach to business: we believe in collaborative models that work for both of us.

There are a number of ways in which you can find out more about working with us for your surgical device management.

You can email us:

✉ endo\_repairs@steris.com

Or, if you're not quite ready to pick up the phone yet, you can visit our website at:

🌐 www.steris-ims.com

You can call us:

☎ 03452 414747

Or connect with us on:

🐦 Twitter (@SterisIMS)

🌐 LinkedIn

📘 Facebook (@STERISIMS Europe)







**Head Office EMEA**

Rutherford House, Stephenson's Way, Derby, Derbyshire, DE21 6LY.

T: 01332 387100 | W: [www.steris-ims.com](http://www.steris-ims.com)

E: [Sterisims.enquiries@steris.com](mailto:Sterisims.enquiries@steris.com)

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