"SYSPRO is super flexible. With their team, we have a partnership that has allowed us to create processes and customizations that work really well for us and help us meet the requirements of our customers"

- Kathryne Young, Director of Manufacturing, StarFish Medical

StarFish Medical Leverages SYSPRO's Flexibility to Meet Traceability Requirements

At a Glance

COMPANY NAME
StarFish Medical

REGION
North America

KEY CHALLENGE
Managing Traceability

KEY BENEFIT
Ability to drill down through all levels of production and meet traceability requirements

INDUSTRY
Medical Devices, In Vitro Diagnostics

END USER MARKET
Medical Device and Diagnostic Companies, Innovators and Entrepreneurs

SOLUTION
SYSPRO ERP

StarFish
MEDICAL

Customer Profile

StarFish Medical is Canada's leading medical device design service provider and manufacturer with facilities in Toronto and Victoria. Since 1999, StarFish has been helping entrepreneurial engineers, researchers, doctors and startups to create new devices and ways to help patients in need. They take a concept for a medical device and bring it to life.

The Business Challenge

StarFish has been growing consistently over the years so, to support their larger scale of operations, they needed to adopt new processes to replace the ones they had outgrown.

As a medical device company, StarFish is required to adhere to stringent compliance regulations. As part of the documentation required in an ISO 13485 environment, they needed the capability to flawlessly manage the traceability of their products – both parts and sub-parts – from raw materials to finished products and everything in between.

Records across production, planning, inventory control, and purchasing were managed manually. As a result, their quality control department invested time to ensure records were complete and accurate.

The Solution

SYSPRO implemented custom reporting through an open work order report, purchase order, and sales order report. This gave StarFish the ability to drill down through all levels of production, understand which parts were brought in from which vendor, implement vendor qualification validation, and help them meet their traceability requirements in an automated fashion without any manual intervention.

SYSPRO™

The Outcome

SYSPRO provides them the visibility they need to identify which sub parts are in production, whether they have been allocated or used in the final product assembly, and to track and trace parts and sub parts to meet their compliance obligations. The automated processes free up time of multiple operations, planning and quality control personnel, who earlier had to manually transcribe serial part information and save it as parts moved from purchasing through production all the way to the finished product.

SYSPRO improved operational efficiency and supported StarFish's growth

At StarFish, a team across multiple departments is responsible for collecting the documentation necessary for meeting traceability requirements. From purchasing through to shipping, records are managed and maintained. Supply chain personnel are responsible for maintaining purchasing records and, once the parts come in, the receipts are managed by a receiver. An inventory controller who warehouses parts, records part and sub-part inventory information. Once these parts hit the floor, manufacturing assembly personnel record things along the way. It comes back to the planner who puts it all together by receiving all the sub-assemblies and funneling them into the finished product.

All the documentation generated through this process becomes part of the device history record. This part information was transcribed manually. Their quality team spent hours inspecting and ensuring there were no errors.

"If we had a part that was serialized, we needed to understand to which product unit it belonged. In the past we would have to write the serial number of parts down on a checklist, the product would be built and then that became part of the DHR (Device History Record)," said Kathryne Young, Director of Manufacturing at StarFish Medical. With serialization tracking within SYSPRO, StarFish was able to issue those serial numbers to the jobs through 'work-in-progress' within SYSPRO and they could have an electronic record without needing to manually transcribe serial part information..

SYSPRO liberates resources to maximize productivity

By automating record tracking and having the ability to drill down across production levels, StarFish has been able to gain phenomenal efficiency. It saves them tremendous time that was earlier invested in enforcing control for their traceability requirements and manually compiling records for meeting compliance obligations. With SYSPRO they have a reliable system which has the information they need and offers them the agility to leverage additional functionality along with customizing processes as required.

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> *Having had the experience of working with various ERP companies in the past, the customer service mindset that SYSPRO has is very impressive. The support we have received is instrumental in realizing this level of productivity*
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> **Kathryne Young,** Director of Manufacturing, StarFish Medical.
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About SYSPRO

Established in 1978, SYSPRO is an industry-built Enterprise Resource Planning (ERP) solution designed to simplify business complexity for manufacturers and distributors worldwide. SYSPRO provides an end-to-end business solution for optimized cost control, streamlined business processes, improved productivity, and real-time data analysis for comprehensive reporting and decision-making. SYSPRO is highly scalable and can be deployed either in the cloud, on-premise, or accessed via any mobile device.

Combined with a practical approach to technology and a passionate commitment to simplifying business processes, SYSPRO dedicates itself to the success of its partners and customers alike.

SYSPRO's intuitive product features, business intelligence capabilities, and easy deployment methodology are unmatched in the marketplace. The depth of software functionality and targeted industry knowledge makes SYSPRO an excellent fit for a number of select manufacturing and distribution industries, including food and beverage, machinery and equipment, electronics, fabricated metals, automotive, and many more.

Click here or **Contact Us** to learn more about SYSPRO's solutions for your industry.

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