



# Preventive Maintenance Program

With experienced, highly-skilled technicians and a 45-year commitment to exceptional quality, Surgical Instrument Service Company (SIS) maximizes your equipment and instrument up-time.

Through the Preventive Maintenance Program, our goal is to help our customers reduce or eliminate failures during surgery by helping them change from a *reactive* to a *proactive* approach to device care.

## PROGRAM OVERVIEW

Upon program implementation, all covered sets are brought in for initial preventive maintenance inspections (PMIs) and any other required services to ensure they meet manufacturer performance specifications. These PMIs are included in the program and completed at no charge. Devices that require repair are restored to OEM specifications.

Next, SIS provides your facility with the training and education needed to begin the proactive care cycle. Each set will be placed on a regular schedule for preventative maintenance to avoid catastrophic failures and patient incidents. Repairs for accessories including consoles, cords, hoses, hand or foot switches, sterilizer cases, and other ancillary equipment will also be performed as needed.

## PROGRAM BENEFITS

With the Preventive Maintenance Program from SIS, hospitals will:

- Receive no-charge PMIs for all covered devices
- Gain an increase in patient safety and surgeon satisfaction
- Realize a dramatic reduction in the severity and frequency of equipment failures
- Avoid stressful "fire drills" by implementing proactive device care
- Receive top-notch PM services at a discounted rate



## PROGRAM COMMITMENTS

Under the Preventive Maintenance Program with SIS, both SIS and the hospital commit to uphold certain areas of accountability.

SIS commits to:

- Perform all PMIs and services, as agreed
- Assess damage and provide training, instructions and/or education to reduce frequency and severity of failures
- Present relevant and accurate information at review meetings to ensure that the facility and its equipment are receiving appropriate support

The customer commits to:

- Implement processes, protocols and plans to prevent instrument migration
- Track and report all relevant data regarding the fail rates of covered instruments and doctor satisfaction

## It's time for superior service.

SIS has been partnering with healthcare facilities since 1971. We pride ourselves on the personalized service we provide to each and every one of our customers.

To find out how SIS can help you reduce costs and increase efficiencies, call your local representative or our Corporate Office at 800-747-8044.

