

CASE STUDY

## Innovative fix for critical filter transition issue expanded partnership

Global manufacturer of pumps and I.V. sets entrusted ITW Medical to engage in a filter transition and then solve subsequent problems arising from switch. ITW's team quickly evaluated the problem and delivered a timely solution that seamlessly allowed uninterrupted operations for the customer.

**The bottom line:** The customer was deeply content with ITW's response to challenge. ITW gained new business with customer and overall customer realized cost savings and continuous production.

**The Challenge:** *Reduce cost by switching filters and quickly solve resulting challenge*

- Switch Adult IV filters to the more cost efficient MediPure IV filter
- Rectify problem with the new filter when assembled into sets and not hinder customer's production process

**The Solution:** *Rapid assessment and resolution*

- Initially manufactured and delivered 150,000 MediPure IV filter units in the desired timeframe
- ITW Medical's production team rapidly assessed and rectified the root cause of the plugging issue that arose when the filters were assembled into sets
- ITW Medical's team amplified its efforts, producing 150,000 of the original Adult IV filters in a time frame that facilitated continuous production

**The Outcome:** *Cost savings and uninterrupted production*

- Zero lag in production
- Commitment to quality and exemplary customer service resulted in the customer using the MediPure IV filter in other parts of its business, realizing 5% cost savings

ITW Medical unites two strong medical products brands, **Coeur** and **Filtertek**. From prototype to production, we are your global partner for standard and custom fluid management, flow control and filtration components. Learn how we can help you develop innovative quality, low-cost medical device solutions at [ITWMedical.com](https://www.itwmedical.com).