



# Sysmex Introduction and Africa Overview

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General Manager

West & Central Africa

# Sysmex Corporation, Japan

Head Office	Kobe, Japan
Established	1968
Business Field	IVD, IT, Scientific Instrumentation, Life Science
Position in the IVD	No. 9 in the World, No. 1 in Japan, No. 1 in Haematology
Employees	5,594 worldwide (SEG: 241, SDG: 225)
Stock Listings	Tokyo and Osaka First Section
Certification	ISO 9001 / ISO 13485 / ISO 14001
Export to	More than 170 countries

# Sysmex Corporation, Japan Headquarters Facilities



## The Sysmex Mission

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Sysmex is committed to honouring its philosophy developed and established over 40 years ago by its founders. The principles of total confidence are pursued and reflected in the Sysmex Way – the way that Sysmex will go together with its customers and stakeholders.

Sysmex is *Shaping the Advancement of Healthcare.*

# Sysmex EMEA Facilities and Affiliates (1)



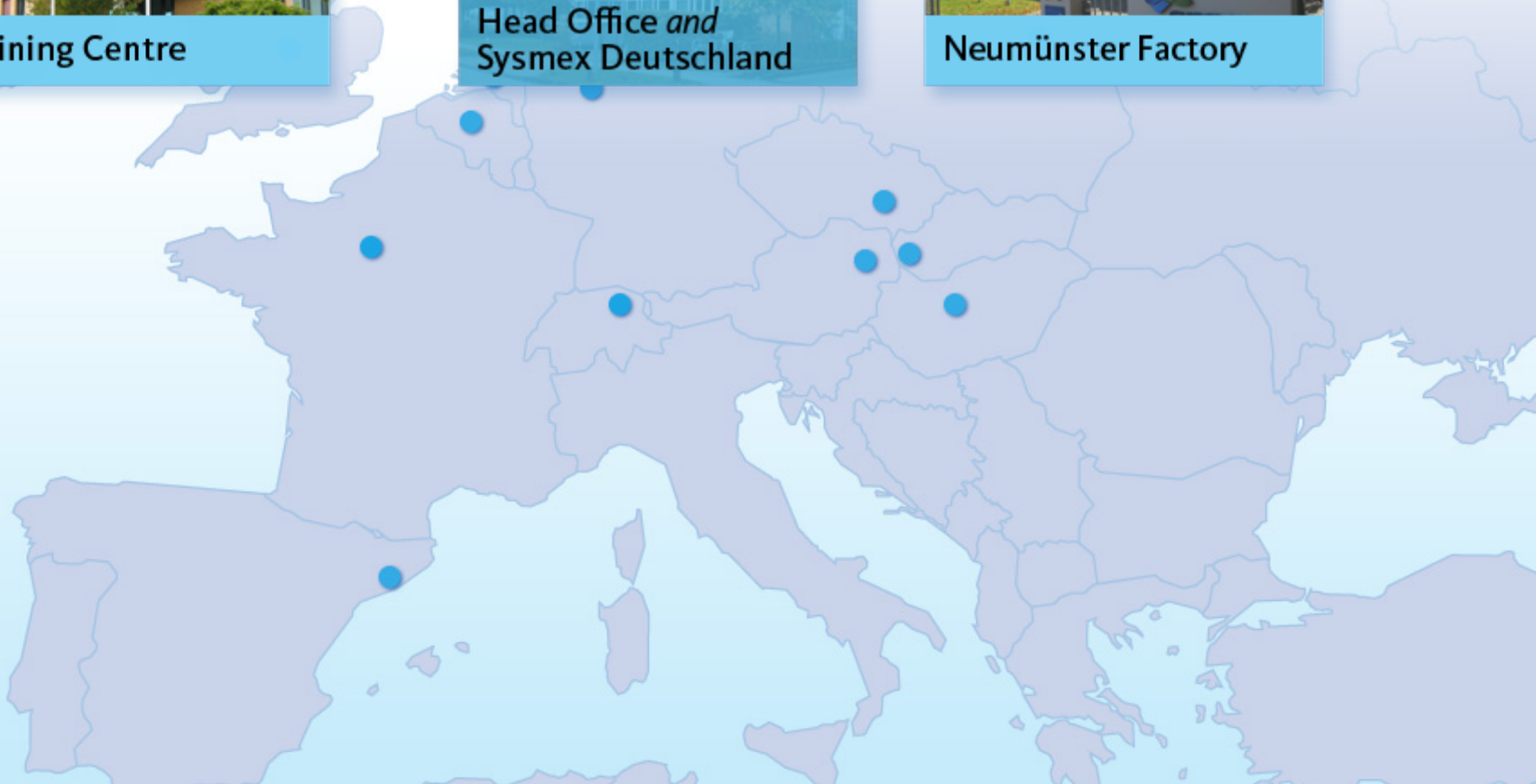
Training Centre



Head Office and  
Sysmex Deutschland



Neumünster Factory



## Latest News from the EMEA Region

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- WAHL office Accra ,Ghana –Representing Sysmex Europe GmbH in West and Central Africa including Sudan and Eritrea Sept 2012.
- ❖ Sales & Marketing new products
- ❖ Customer Services –Technical Service, Applications support , Sysmex Academy
- ❖ Medical and Scientific Support -SSA
- Acquirement of the companies Partec and Inostics ( September 2013)
- SEG 35 years anniversary July 2015 ; Expansion of Reagents factory in Neumünster (July 2015)

# Hematology

- Sysmex implements innovative solutions for the *in-vitro* diagnostic environment, to meet current and future needs of the medical laboratory.
- An analytic system that works in accordance with the lab's requirements is the indispensable basis for medical diagnostics.
- Beyond maximizing the production efficiency in any laboratory, the Sysmex solutions provide substantial diagnostic support for patient treatment and management.





# Coagulation

Sysmex is committed to developing new solutions for automated coagulation workflow.

All coagulation analysers within our comprehensive range use discrete analytical cuvettes, which means more flexibility, improved economy, and true random access with no need to batch the workload.

Sysmex quality and reliability – no matter what size of coagulation lab.



# Sysmex Projects on Hematology in Africa

- Current and future needs of the medical laboratory.
- ❑ Low end (District hospitals and Primary Healthcare centers) –Replacement with Staining solutions
- ❑ High End (Regional and Teaching Hospitals ) Automation -Upgrade from 3PD to 5PD (South Africa 100% 5PD) with Staining solutions
- ❑ Distributor Bundle packages Hematology and CA instruments
- Embargo on HP parts in Sudan lifted Sysmex internally getting ready to offer higher Hematology Analyzers in Africa through
- Training and Development ; Sysmex Technicians, Distributor Technicians and End Users

# Sysmex Partec Flow cytometry in Africa

- Sysmex is committed to developing new flexible flow cytometry solutions

CD4 Monitoring, Clinical Flow cytometry and Research and Clinical Flow cytometry

- Training and Development ; Training Sysmex Staff in Africa and Eventually incorporate trainings into Sysmex Academy
- Product improvements
- New packaging
- Harmonize Supply Chain to Africa and Distributors

# Why Sysmex Reagents?

In clinical laboratories worldwide, Sysmex stands for reliable analysis. We manufacture our own reagents, tailor-made to exact specifications to ensure unambiguous results. Any accredited and quality-conscious laboratory finds total peace of mind when relying on proven Sysmex original reagents.

Our German manufacturing site employs two systems at the heart of their operation: Total Quality Management and Environmental Management.



# Why Sysmex Reagents in Africa?

- Reagent storage standards 'Sysmex Distributor Service Audit
- High Service cost
- Service Level ; Technical Service And Applications Support
- Scientific Support
- Quality Controls
- Reagent Forecast by Distributors



# Sysmex Customer Services

Sysmex customers have told us: we offer unparalleled service response times, with competent and professional service technicians, ensuring their daily operations continue undisturbed. Our technical hotline and repair and calibration services are second to none.

Our Service Level Agreements are our guarantee to you that we offer only the highest quality.

Sysmex is more than just another supplier.



# Sysmex Technical Services in Africa

- 1<sup>st</sup> Level Service support -Local Support from Distributors
- 2<sup>nd</sup> Level Service Support –Sysmex Africa Service Team- WAHL Ghana
- 3<sup>rd</sup> Level Service Support – Sysmex Europe GmbH.

## **Distributor Service Audit /Service Level Document**



# Local Support

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## On-site Support

To provide on-site support if necessary

## Repair and preventive maintenance services

To provide onsite or office based/remote repair and maintenance services as described in the available service manuals and product specific service instructions (e.g. Point-of-Maintenance lists).

## Service Hours

To provide direct support to customers according to the maintenance contract, minimum on working days from 08:00 – 17:00. Extended service hours may be offered in accordance to the local country requirements.



# Regional Support

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WAHL provides regional support including all PRODUCT service documentation, trainings, tools and organizational advice enabling the local support to provide 1st level support.

## 2<sup>nd</sup> level Help Desk

- ✓ A help desk, to receive telephone calls, emails and faxes for service 2<sup>nd</sup> level requests from the local support
- ✓ All service requests are logged into a local tracking system
- ✓ Communicates well in ENGLISH/FRENCH language
- ✓ Establishes technical details of the request and confirms all details, such as problem severity and customer contact details

## On-site Support

To provide on-site support if necessary according to the maintenance contract.

# Spare parts Management

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SYSMEX DISTRIBUTOR shall recommend the type and quantity of parts for the PRODUCT the customer should hold in inventory (recommended spare parts list) in case of a non comprehensive service contract.

*Spare parts bank in Accra and Johannesburg in case of emergencies*

# Escalation Procedures

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For complaint and corrective actions handling, the customer will utilize the service escalation procedure as below.

1. Latest after **12 hours** of on-site troubleshooting of a technical system problem with no resolution identified Local Sysmex Distributor shall be contacted.
2. Distributor Field Service Engineer, having also consulted other available Local Product Specialists after onsite visit, the Local Field Service Engineer will contact Sysmed for 2<sup>nd</sup> level Escalation support if not resolved.
3. Local Team together with Sysmex Team will formulate of the action plan for resolution. This plan may include part(s) replacement recommendation, adjustment procedures, on-site support, and possibly unit replacement recommendation by SYSMEX when necessary.

# Product Safety & Field Safety Corrective Actions (FSCA)



- In the EU, SYSMEX or its Authorized Representative (EC REP) has the duty as responsible entity pursuant to the EC IVD Directive to notify the competent authorities of Critical and potentially Critical Complaints according to the respective rules, timelines and regulations in coordination with SYSMEX.
- If incidents / Critical Complaints or Potentially Critical Complaints occur with any PRODUCT shipped to Distributor, Distributor shall cooperate with WAHL and SYSMEX in handling such occurrences;

***Coordinated by Customer Service Manager ,Sysmex West and Central Africa with Distributors***

# Sysmex Quality Control

Sysmex is passionate about continuous improvement. Combining technical with medical advancements – and by working closely with our customers moving forward – ensures that the changing, pressing needs of centralized laboratories are met.

Quality Control, combined with systematic, reflexive service makes the professional, accredited laboratory excel at any time with safe and reliable results. Sysmex QC services give all customers reassurance that they comply with all relevant regulatory requirements.



# Sysmex Quality Control in Africa key issues



- Controlled production and cut off dates
- Short shelf life
- Forecast and a separate ordering system to Sysmex reagents
- Good storage and delivery mode from our distributors.



# Sysmex Scientific Support

Sysmex uses its wealth of scientific resources to further pursue the vision. Sysmex organizes regular symposia throughout the year, and participates at all important *in-vitro* diagnostic events and congresses.

Our medical experts contribute journal articles, give scientific training sessions, and are directly involved in research projects and product development.



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# Sysmex Scientific Support Africa

- Conferences and Exhibitions ICASA ,ASLM Arab Health.
- SEED distribution through EMEA Distributors including Africa

## ***Quality Assurance Projects in South Africa ;***

- ***SNCS***
- ***SQGM***
- ***Lab Accreditaion***

# Sysmex Academy

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With Sysmex the customer relationship does not end when you do business with us – it begins. Our European headquarters are home to the Sysmex Academy, responsible for the high quality of education at Sysmex.

Well-educated employees ensure excellent service to our customers at all levels: product knowledge, application support, fast and efficient technical service. It also ensures high-quality customer trainings.

The Sysmex Academy runs a modern, fully-equipped training center, where professional, certified trainers offer trainings to Sysmex employees and customers. The **courses** cover theory, technology, the right level of medical and scientific knowledge, **and hands-on training on the latest devices – delivered with the latest interactive training methods.**

We have additional training centers throughout the EMEA region.

- Ghana
- South Africa

**Applications Training for 2400 End users in West and Central Africa by 2017 through Distributors – Project “Distributor Applications Training skills development program ”**

Thank you very much for your attention!