



What Qualities Should you Look for in a Supplier or Manufacturer for Medical Applications?

In the medical industry quality products and great service go hand in hand, but how can one measure what great quality and service is when it comes to a supplier? Answering the following questions is a great way to assess your current or prospective supplier.

Does your supplier have an established Quality Management System (QMS)?

When purchasing equipment or replacement parts to service life saving equipment quality is essential. Do you know what policy and process (es) your supplier follows to ensure product quality? Do they have internal audits, document control, a vendor/supplier qualification process and / or complaint handling system? If you are unsure of your supplier's quality policy or process, call and request this information. If the supplier is FDA registered and / or ISO certified and has a direct point of contact for all quality related issues, your request should be quickly and easily fulfilled and you can trust that a sound QMS system is in place.

Does your supplier respond promptly?

Does your supplier handle all inquiries and situations in a timely manner? You can know right away if your supplier is reliable, knowledgeable and how much they value you as a customer by how quickly they respond to an inquiry, request or concern. At all times, but especially when situations are less than ideal, you want to make sure your supplier is fast acting and responsive.

Does your supplier proactively seek new and better ways to do things?

A good supplier will continually seek to provide their customers with better quality and service and actively seek new and better ways to do things. This positive approach is key and can provide insight into how your supplier will approach other aspects of business. If your supplier is proactive about supplying great service, then there is a high probability they will also be concerned with providing great products. You want a supplier that is interested in and aware of industry advancements so you can have access to the latest and most effective technology in the products you purchase.

Is your supplier knowledgeable of the correct storage, shipping and handling methods?

You may have full confidence in the OEM product that you purchased, but does the supplier you purchased from know how to correctly store and ship your items? Many events can take place between the receiving, storing and shipment of the products, particularly with battery products that may contain hazardous materials. Shelf life, charge specs, pre-install, and use guidelines are all factors that contribute to you receiving a quality product. You want to make sure that your supplier knows the correct way to ship and store all products so quality and value are not compromised before you receive your items.

**Contact Alpha Source about our Commitment to Quality Products & Service!
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