



# IMPACT

ISO 13485

MedTec Consulting are based in the UK and provide consulting services to help develop, engage, guide and support companies. Their central goal is to make a difference by improving patient experience within the healthcare industry, by combining an unparalleled work ethic, a large network of contacts and decades of expertise across multiple disciplines. They can ensure their professionals will exceed all expectations.

As a forward-thinking high performing company, MedTec Consulting were looking to invest in staff training within Medical Device Regulations to ensure they exceeded the rigours of the standard. Striving for excellence, MedTec Consulting went one step further and decided to do a full ISO 13485 implementation.

Dawn Smiles - Owner and Founder of MedTec Consulting, understands the value of having the right people which is why she chose to work with IMSM. The right people make the process simple, because they are not only ISO specialists, but industry experts: "it was a very easy process and our dedicated Area Manager helped significantly."

"Our Assigned Assessor and Area Manager have been superb; working with IMSM is a pleasure. We could not have implemented ISO 13485 without our Assessors help. Partnering with IMSM has been critical to our success." Part of IMSM's personal touch is ensuring the correct Assessor assists with the ISO implementation process. Dawn found that working with her assigned IMSM assessor

made all the difference when mapping out this rigorous standard.

"Our Assessor has been an absolute delight. He clearly enjoys his work and goes above and beyond to help. I found him to be extremely knowledgeable and patient. It is a lengthy process and not straight-forward, as we are a medical device consultancy."

Dawn also found that working with her IMSM Assigned Assessor gave her a professional and experienced guide that was interested in her company's success, "Our Assessor made a great effort to understand all our procedures to ensure the right processes were put in place. Even after the SOP and Quality Manual were complete, he gave me time to answer queries – he is an asset to your team." Going above and beyond for our clients is a core IMSM value and it makes all the difference.

Due to Covid-19, IMSM has had to adapt business practice's whilst ensuring that the same level of attention and care is provided throughout the implementation process. MedTec Consulting found that even though they had to move to a remote implementation they found it "easy and hasn't impacted our progress."

