



## KEY FACTORS TIME AND QUALITY

COMPONENTS FOR THE MEDICAL AND PHARMA INDUSTRY: FINDING THE RIGHT PARTNER



IT'S ALL ABOUT TIME



## Content

- ➔ Editorial.....2
- ➔ Understanding the customer and his market situation .....3
- ➔ Short delivery times – A key requirement .....3
- ➔ Quality can be planned .....4
- ➔ One-stop shopping = Efficient order process .....4
- ➔ It must be simple and transparent.....5
- ➔ Recognising and benefiting from innovations.....5
- ➔ Summary: This makes a component supplier a real partner .....6
- ➔ About MISUMI.....6
- ➔ MISUMI contact .....7

## Imprint

WHITEPAPER  
Medical & Pharma

**EDITOR:**  
**MISUMI Europa GmbH**  
**Franklinstraße 61–63 | D-60486 Frankfurt am Main**

Tel.: (+49) 69 668173-0 | Fax: (+49) 69 668173-360  
E-mail: [sales@misumi-europe.com](mailto:sales@misumi-europe.com)  
Website: [www.misumi-europe.com](http://www.misumi-europe.com)

**RESPONSIBLE FOR CONTENT:**  
**MISUMI Europa GmbH**  
**Elisa Bollini**

## Editorial



Time is more of a decisive factor in the medical and pharma sector than in other industries. Bottlenecks in equipment can be extremely critical as it often concerns the health of patients. In order to ensure all products are provided on time, it is important that everything in the production and supply chain runs like clockwork. **Companies that produce medicines or equipment for hospitals and laboratories place correspondingly high demands on their suppliers.**

Manufacturers and suppliers of machine parts and other components for the medical and pharma sector must not only deliver quickly, but should also reliably quantify the timeframe in order to offer planning reliability.



Great product diversity is also important in order to be able to offer solutions for all different requirements and to respond flexibly to changing situations. These are just two of many services a supplier should provide. We will show you what you as a customer should expect from a component manufacturer to achieve a satisfactory result in this white paper.

**Enjoy reading!**

**Yours sincerely**  
**Stefano Casazza**  
**General Manager MIG Industry Application**  
**at MISUMI**  
**and**  
**Pavol Fedor**  
**Manager MIG Industry Application at MISUMI**

## Understanding the customer and his market situation

**From suppliers to partners – Manufacturers of machine parts should act according to this motto.**

It is essential to understand customers and markets, to be flexible and make the right decisions as early as possible. Time, for example, is the most important aspect for components for the medical and pharma industry along with quality and has priority over price. Nevertheless, many suppliers have transferred their deliveries from air freight to ship during the coronavirus crisis. This reduces the price, but extends the delivery time.

These strategic errors at the expense of customers can be avoided with increased market knowledge. Suppliers must be able to adapt quickly and flexibly to changes on the market and support their customers in implementing them. It is necessary to constantly monitor target markets, make quick decisions and implement them in the company. This means the company also needs a broad product portfolio to be able to implement diverse requirements. This enables manufacturers of machine parts to offer their customers continuity in relation to delivery times and quality even in times of crisis.



## Short delivery times – A key requirement

Reliable delivery times are essential in the medical and pharma industry. More precisely, standard parts should arrive with the customer on the day they are ordered. Make-to-order (MTO) components that are configured precisely according to individual customer requirements still need to be produced. These components should usually be delivered within one working week. Diversity may also be an important factor here: The more different products a company has in stock, the quicker its delivery times usually are. However, the most important thing is that the delivery times are declared transparently beforehand and then upheld.

**A serious provider makes every effort to ensure that it sticks to its delivery times.**

Suppliers have several options to reduce their delivery times and to be a reliable partner for their customers. One of these options is a process geared towards efficiency including a corresponding infrastructure from production to the aircraft and from the destination airport to the customer. If, for example, the manufacturer is AEO-certified, this enables quicker and simpler importing of goods. Another option is the stocking and production of certain goods that are in very high demand close to the customer.



The schedules for the manufacturing of products such as hospital beds are tight. Component manufacturers should support designers with short delivery times.

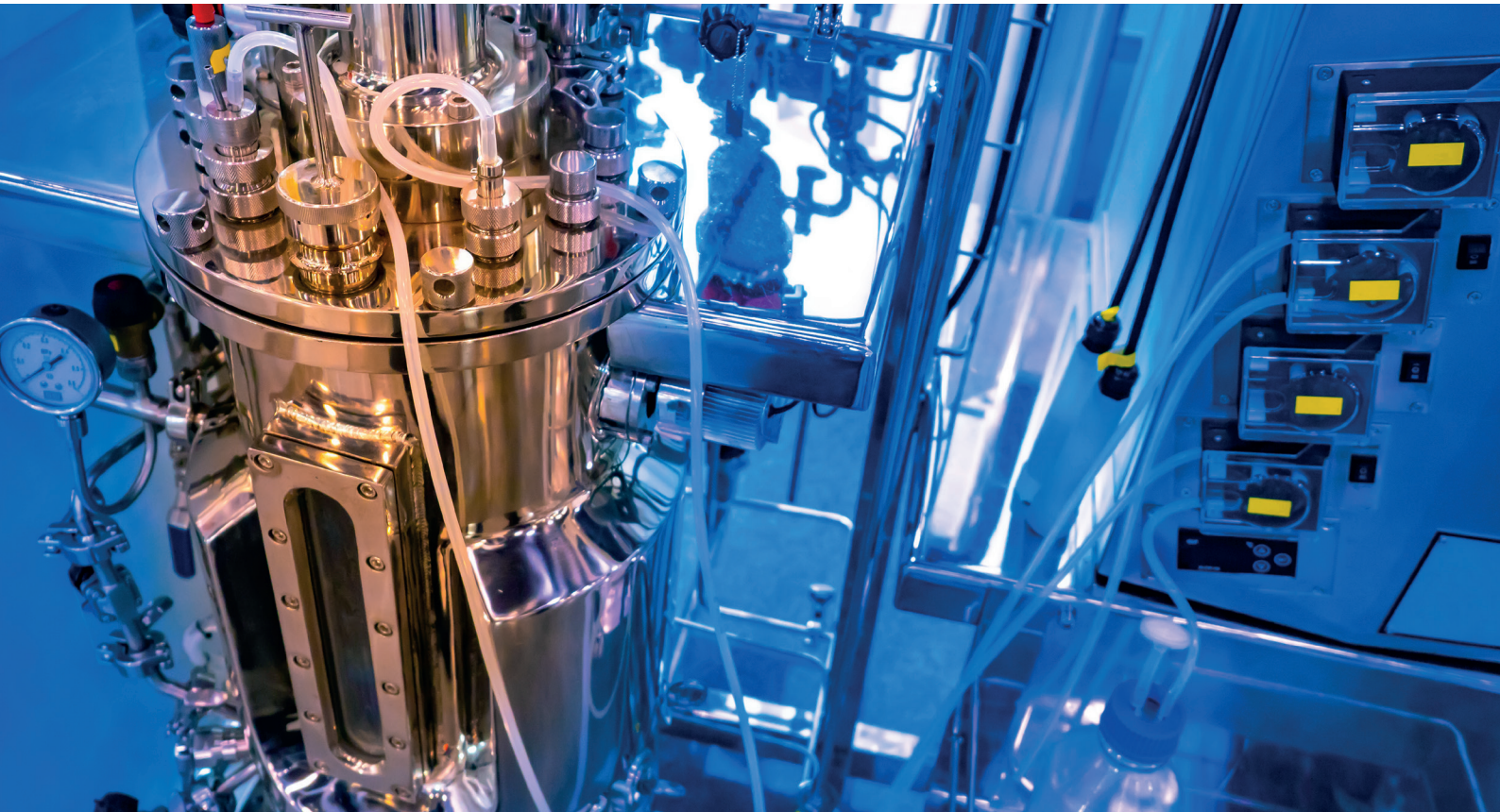


# Quality can be planned

Machine parts and other components must meet the highest quality standards – this is especially true in the medical and pharma industry. Component-related defects on the end product caused by erroneous production may have serious consequences. It is therefore the responsibility of suppliers to perform extensive quality controls.

The magic word here is “quality management”. This should usually be supported by a well-structured

system. Customers are able to gain an understanding of how reliable the quality delivered by a manufacturer is based on quality seals and certifications, for example according to the ISO standard. The quality management tasks include ensuring that certain substances such as chemicals are always only used within the clearly defined limits. Good quality management also involves being able to provide the required information about the supply chain at all times and to ensure its compliance with the law.



Every single minor component must fit perfectly in highly complex machines for pharmaceutical processing.

# One-stop shopping = Efficient order process

Time is a key factor with medical products. This mainly applies to the design and the upstream procurement process. Suppliers can help designers by offering them the majority of components from a single source that they require for an application. Diversity is a major plus for many reasons. The more components designers can obtain from one source the better. It is, of course, beneficial if the majority of components can be configured individually.

The concept behind this is “One-stop shopping”. The aim is to keep the number of suppliers as low as possible in order to save time and money in procurement. The portfolio of a manufacturer should contain as many (associated) components as possible. If a designer has to build hospital beds, for example, he should not have to trawl through three different online shops for the right clamp buttons, levers and hinges. In order to create the ideal one-stop shop, a few manufacturers even offer products from partner companies in addition to their own.



Example from the MISUMI online shop: the majority of components for test analysers from one source.



# LABORATORY DEVICES

This is where MISUMI components are used



All depicted elements can be found here:

No.	Product	Image	★ Top Highlights	
1	Barcode readers		<ul style="list-style-type: none"><li>✓ Various barcode standards supported</li><li>✓ Models for stationary use and handheld scanners</li></ul>	<a href="#">Configure</a> →
2	Touch panels		<ul style="list-style-type: none"><li>✓ Different screen sizes to choose from</li><li>✓ Displays with up to 65,536 colours</li><li>✓ 30 to 33.8 mm installation depth</li></ul>	<a href="#">Configure</a> →
3	UV irradiators		<ul style="list-style-type: none"><li>✓ Low operating costs thanks to LED technology</li><li>✓ High service life of more than 40,000 operating hours</li><li>✓ Low heat build-up</li><li>✓ Compact size</li></ul>	<a href="#">Configure</a> →
4	Temperature controllers		<ul style="list-style-type: none"><li>✓ Detecting heating element and SSR outages</li><li>✓ Suitable for various input voltages</li><li>✓ Various designs configurable</li></ul>	<a href="#">Configure</a> →
5	Fans		<ul style="list-style-type: none"><li>✓ Various models and accessories configurable</li><li>✓ From standard to waterproof</li></ul>	<a href="#">Configure</a> →

Example from the MISUMI online shop: all components for medical laboratory equipment at a glance.

## It must be simple and transparent

Good service has become a key requirement in almost all industries in recent years. This has long been the case in machine construction, as low service quality can cost users dear. The services which manufacturers of machine parts should offer include, as mentioned, complete quality management and the implementation of the one-stop shop concept. But there are a few other aspects.

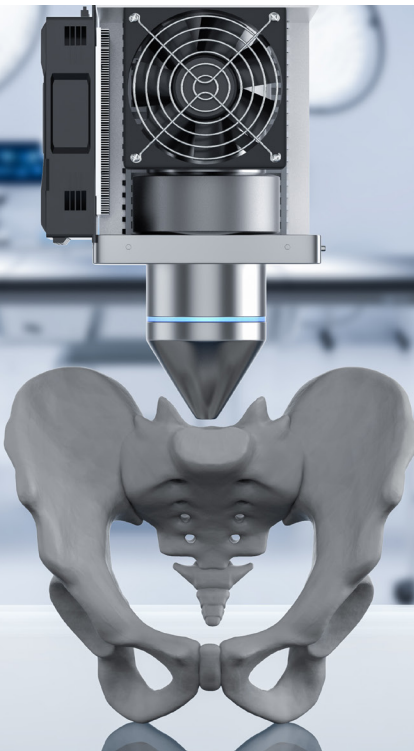
Delivering quickly is one. The customer should also be shown how quickly he can expect to receive the corresponding component – before he makes the order. Otherwise, he has no planning security. Designers should also have the option of ordering their components in quantities of 1 or upwards. Suppliers should also make the order process as easy as possible. It is helpful, for example, to arrange individual components based on their application – especially if there are a very large number of different components.

## Recognising and benefiting from innovations

All target industries in machine construction are continuing to develop dynamically. This is particularly true of the medical and pharma industry, as extreme situations can occur here that require a quick rethink and instigate long-term changes. It is often about using technologies from other sectors or adapting future technologies. Suppliers must therefore have a large number of components in stock for all industries and also be able to help their customers with the conversion with their knowledge.

The demand for 3D printer components during the coronavirus crisis, for example, has increased significantly, as many non-industrial companies such as major automotive corporations restructured their production locations to the production of medical products and used 3D printers. Several hospitals also decided to produce components themselves using 3D printers in order to achieve just-in-time availability. It is to be expected that additive manufacturing for the production of medical and pharmaceutical products will also increase in significance in the long term.

3D printing offers new methods for manufacturing medical and pharmaceutical products.





# Summary: This makes a component supplier a real partner

- Short delivery times
- On-time delivery
- Top quality
- Comprehensive quality management
- Low scrap rate
- Transparency
- Customer proximity
- Market knowledge
- Continuity
- Innovative strength
- One-stop shopping
- Simple order process
- Available from batch size 1



# About MISUMI

MISUMI is a global manufacturer and leading provider of more than 20 million mechanical components and indirect materials for special machine construction and assembly automation. The focus of the MISUMI product range is the one-stop-shop concept: Designers cover up to 70 percent of their requirements for an application with the online platform from the specialist in machine parts. Components can be configured and purchased very quickly and cost-effectively. Especially as components can be configured directly online and downloaded free of charge as CAD models in more than 40 different native formats. This eliminates the need to create drawings and the subsequent management of the request process which saves a significant amount of time and results in a process cost reduction of up to 40 percent.

The savings potential is especially high for make-to-order (MTO) components that offer a number of configuration options and can therefore replace many production parts. These tailor-made solutions for specific customer requirements are the central element of the MISUMI product range. MTO components of a consistently high quality are available worldwide from batch sizes of 1 or more with short delivery times and without a minimum quantity surcharge. The product range also comprises standard products produced in-house and externally that can sometimes be delivered within a day. MISUMI offers designers a one-stop shop in this way by covering the majority of their needs.

## MISUMI profile

Founded:	1963 in Tokyo
In Europe since:	2003
Employees worldwide:	12,300
Employees in Europe:	300
Turnover:	2.7 billion .



## MISUMI contact



**MISUMI Europa GmbH**  
Franklinstraße 61–63 | D-60486 Frankfurt am Main

Tel.: (+49) 69 668173-0  
Fax: (+49) 69 668173-360

E-mail: [sales@misumi-europe.com](mailto:sales@misumi-europe.com)  
Website: [www.misumi-europe.com](http://www.misumi-europe.com)

