Siemens is a global company specializing in energy-efficient, resource-saving technologies in the areas of electrification, automation and digitalization. Their medical imaging division has more than 2,000 certified technicians throughout the U.S. who service their equipment, including MRIs and ultrasound systems. These technicians use various lockout/tagout products to ensure that different types of equipment are locked out for safety. Joe Fass, Siemens’ medical, environmental, health, and safety manager, knew that having too many products was making the repair process slower and more cumbersome. They needed a solution that would standardize their process and help cut time and money spent on unnecessary repairs.
A CUSTOMIZED SOLUTION

CBC Field Sales Rep Julie Cratch and Inside Sales Manager Ken Weber stepped in to help streamline the process. The CBC team spent several months developing a comprehensive Lean solution that reduced the number of lockout components. They also created a customized kit of individually labeled and packaged locks branded with Siemens’ name. CBC and Siemens identified the right products for the kit and standardized them throughout the business. It was especially convenient that they found one source that offered everything they needed. The integrated kits conserved technicians' time and saved Siemens money on products and man-hours.

“Our relationship with Siemens Medical has grown over the years due to CBC’s powerful line card and our ability to provide services that cannot be matched.”

— James Brantley, CBC District Manager, Raleigh

Solutions services are of little value to Siemens,” he stated. “Primarily these technicians work from their home, so getting kitted material to their doorstep is a critical part of our service. CBC Raleigh and Assembled Solutions have met their needs for the next 10+ years.”

A VISION FOR CONTINUED SAFETY

The CBC team also took steps toward becoming a key safety partner for Siemens. Gary Konyesni, Siemens’ EHS safety and technical training manager, realized that Siemens’ technicians were hindered by their dark safety glasses. When he approached CBC for a solution, Weber knew about new glasses from Honeywell that were ideal for working with medical machinery. A sample was sent and approved within two weeks, leaving Siemens pleased with their experience with CBC.

“Overall, I am satisfied with the outcome of this project,” said Fass. “The communication throughout the process ensured success. I believe that the timely responses and progress updates were key to delivering the final solution and ensuring customer satisfaction.