

Case Study:

Regulatory Consulting Services for Medical

Intertek

Valued Quality. Delivered.

Industry

Medical Devices

Region

United States

Intertek Solution

Regulatory Consulting

“We’re in a competitive landscape, and we need to be out there in front of our competitors. Having somebody that we can rely on to increase the speed of our project work is important.”

- Ryan Yerkey, President
TransMotion Medical

When TransMotion Medical, Inc., an Ohio-based manufacturer of motorized medical stretchers, found themselves wasting valuable time and money working with an unresponsive testing provider, they turned to Intertek.

Like most device manufacturers, TransMotion Medical is in this business to be a product leader. In order to meet their objectives, the company needed the resources and guidance to rapidly bring new products to market. Intertek was able to provide technical training, country research, and, above all, hands-on support to help TransMotion Medical overcome regulatory roadblocks and reduce certification delays. The end result was a reliable, full-service regulatory solution to completely replace their existing certification process.



Challenge

TransMotion Medical realized that their projects were being delayed because of poor communication with their current certification provider. Between the lack of response and their inability to get in touch with testing engineers, TransMotion Medical saw a negative impact in their products' time-to-market – and their bottom line.

The company sought a new, more accessible testing and certification provider; one that would value their business and provide fast response and direct contact.

More than that, the company needed guidance to help them manage their transition to the third edition of IEC 60601-1. They needed the expertise and credibility that only an experienced partner could provide.

“What we were looking for was a partner to actually work with us in a timely manner and just help us through the *whole* testing procedure.”

- Trevor Youngman, Design Engineer
at TransMotion Medical



“Top notch customer service. Very, very timely.”

- Ryan Yerkey, President
TransMotion Medical

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Solution

With Intertek, TransMotion Medical found exactly what they were looking for – and more! “Intertek is great at responding and being in-touch,” said Youngman. “That feedback is *essential* for us.”

More than testing alone, Intertek helped TransMotion Medical to understand the standards and what they mean. That’s *our* version of partnership – working with our clients to enhance their knowledge of the standards that influence the very success of their product.

“It’s been a huge help to have someone there that’s gone through this before and

knows the standards inside and out,” says Youngman, who knows that he can call up Intertek for support *anytime*, regarding *any* requirement. “I can lean on the people [at Intertek] to help guide me through the technical aspects of what needs to be accomplished.”

By taking the time to understand TransMotion Medical’s product and identifying potential issues from the start, Intertek was able to limit their need for retesting, speed up their process, and keep their projects on track.

TransMotion Medical found success in partnering with Intertek’s medical device consulting team for training.

The company had been seeking technical guidance to prepare for the third edition of IEC 60601-1. Intertek was able to provide training to support their engineers’ understanding of the new standard and the specific requirements for Risk Management. By helping them to remove complexities from the process, we played an integral part in getting TransMotion Medical ready to transition all of their current and future products to the third edition.

Results

When TransMotion Medical made the switch to Intertek, they transferred their entire product line and now work exclusively with Intertek for testing, certification and, most recently, consulting.

TransMotion Medical partnered with Intertek’s consulting team to meet their global goals. By conducting country research and sharing the details of what is required to gain access to varying markets around the world, Intertek advises TransMotion Medical on how to efficiently maximize their current certifications across new and diverse markets.

Intertek’s market research services make navigating country requirements simple. Working with clients in the early stages of product development, we help them to identify and address potential impacts on their design, and develop a customized regulatory strategy based on their priorities.

Overall, Intertek’s consultants help to facilitate a smooth transition to testing, allowing clients to mitigate issues down the lines, and supporting a more efficient process overall.