

## How TSL Healthcare leveraged technology to drive innovation, value for money and sustainability



enabling **active lives**

TSL Healthcare pride themselves on being forward minded. Innovation is at the forefront of their test and improvement cycle for product development as they look to continually improve their specifications and achieve better value for their customers without compromising on quality.

Dedicated to sustainability, TSL Healthcare are on a mission to go a step further than the standard, and to do this it's imperative their employees are empowered to enable the action – from having the most efficient tools and processes during every stage of production through to effective communication across the entire organisation.

Boasting a portfolio impressive portfolio of products, each business category is subject to stringent regulation with requirements for detailed development audits, the task of managing product development can be complex, time consuming and involves many parties.

Identifying a need for technology, primarily to maximise efficiency by streamlining the product development process, TSL Healthcare began the search for a solution which led them to Ideagen.

The ability to create dedicated workspaces for each product where all documentation, communication and tasks relating to each business project can be organised and worked on in real time, this has made a fundamental improvement to document control/process and other areas for TSL.

Now, teams have one area providing a single source of truth, where non-conformances are raised, corrective plans uploaded along with responsibilities and deadlines before evidence is captured and review schedules defined to check back periodically and ensure no further issues have arisen. Moreover, each project is always audit-ready due to the data provided thanks to automatic version control with time and date recording.

Once the original operational needs were satisfied, and the Ideagen software embedded into the company, TSL Healthcare set about exploring additional ways to boost productivity – and soon found the software had a role in day-to-day project management.

Projects are the lifeblood of TSL. If we don't complete projects on time, we don't service our customers and therefore don't build revenue. The accountability brought about by the full visibility of tasks and approvals outstanding within a workspace definitely helps to ensure projects are actioned and executed on time" explains Alex Mackie, Project Manager at TSL Healthcare.

When an organisation is spread across the globe, with teams working in different time zones, collaboration can be tricky – TSL Healthcare have used the workspace model to overcome this. While colleagues in the UK and China might only have a couple of hours each day when both teams are actively working, the ability for the China team to access information generated in the UK overnight and get straight to work without waiting means any issues arising can be addressed by the UK team in good time and productivity – and therefore the customer – is not impacted.

For data-sensitive concerns, such as controlled documents in the QMS system, permissions are locked to prevent unauthorised access and editing, which is important for the organisation's ISO accreditation. This is used for employee records for example training/refreshing, each employee has a training card these are protected; only the individual and their line manager can assess. By using Huddle's folder access function, we have been able to restrict access; securing information to only those it is relevant.

Working relationships outside the immediate business have also improved – TSL Healthcare and their sister company share information together in their own dedicated workspace, something which makes working together easier than using siloed systems.

"Huddle is central to my working day. I really like the user friendly interface – it's easy to work out and manage yourself, but the training we've received has helped everyone to use the software at a more advanced level and new starters are guided through training videos before receiving permissions to other workspaces."

### Working with Ideagen

"At TSL, we don't just simply provide period care, first aid or medical products. We have a constant stream of innovative programmes running in the background, and it's crucial we work with organisations who help us to achieve the standards we strive for. Working with Ideagen allows us to focus on pushing ourselves to meet the ever-demanding needs of our customers, sustainably and while offering value for money to both our own customer, and the end user".