



manufacturing partner
to innovators



Success Story Communications Device

Medical/Healthcare Industry

A leading OEM of medical/healthcare communication solutions and other wireless devices for hospitals and healthcare facilities.

PRODUCTS

High tech wireless hand-free communication device.

SCOPE

The leading OEM within the medical/healthcare industry partnered with SMTc to provide solutions for Proto-type and New Product Introduction for product development with support for board level and final assembly integration. SMTc incubated the product for the initial ramp phase which lasted approx 6 months. The SMTc supply chain team also assisted in supplier localization for both US and Mexico based production which helped drive material cost reductions. SMTc's facility in San Jose then lead the transfer process to SMTc's high volume facility in Mexico. The transition process included personnel training, tooling and equipment transfer and special process transfer.

Our objective was to reduce the product manufacturing costs as well as partner with the design team to ensure the product was designed to meet design for manufacturability (DFM) and product / process quality metric. By achieving the cost target and value engineering process, this unique communications device to be used in a healthcare controlled environment could be positioned as a complete hands-free communications device enabling instant two-way voice conversation. This simple to use product is both cost effective and an alternative to traditional communication devices used in hospitals and healthcare facilities.

CHALLENGES

SMTc design tooling that could be used first in a low volume ramp phase but could then be modified to be used for high volume.

SMTc provided the flexibility in scheduling as well as engineering support to the OEM's design team to help meet the product milestones.

SOLUTION

SMTc provided supply chain support to help provide localization and supplier solutions to meet both design and cost requirements.

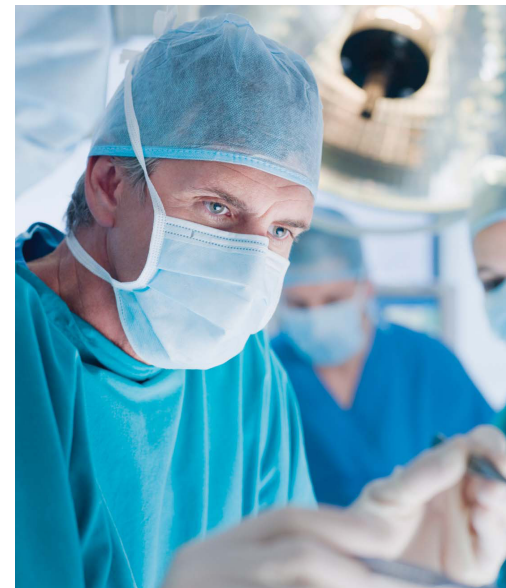
SMTc provided engineering support that included design for manufacturability, documentation, FMEA, tooling and process development services.

SMTc provided a customer focus team that supported all phases of the NPI product life cycle, product ramp and product transition to Mexico

RESULT

By partnering with SMTc, the OEM was able to meet their new product launch milestones, including price point and quality yield goal objectives.

QUALITY
INNOVATION
FLEXIBILITY
COST



Quality Assurance & SMTc Solution Highlights:

- Fully certified with ISO 9001:2008 and ISO 13485 : 2003
- PCB Assembly (includes PoP, 0201s)
- Box Build Assembly
- System Integration
- Proto-type, NPI
- SMTc builds two communication models from PCB to box build assembly
- NPI in SMTc San Jose
- Volume production transitioned to SMTc Mexico
- Concurrent design collaboration with SMTc San Jose
- Repair, RMA and reverse logistics support

SMTc is a global contract manufacturer that specializing in offering complete solutions for design, engineering, and manufacturing services to OEM customers in the computing, industrial, communications, consumer, security, computing/electronics and medical markets. With facilities in Canada, US, Mexico and China, SMTc are manufacturing partners to innovators around the world.