

The Prometheus Group

Case study





Exceeding Standards And Transforming Lives

BSI spoke to Larry Hamilton, General Manager at The Prometheus Group, about how they've used BSOL to improve their standards management processes.

Providing High Quality Products, From Start To Finish

The Prometheus Group is a US medical device company based in Dover, New Hampshire. Established in 1989, they now have 30 years of experience in manufacturing a combination of diagnostic and treatment equipment.

This dynamic organization has a dedicated team who specialize in Urodynamics, Anorectal Manometry, Pelvic Muscle Rehabilitation and Ultrasound needs.

The Prometheus Group offers a complete service, from design, development and manufacture, through to the marketing and sale of the product, they are committed to producing exceptional medical equipment, whilst giving complete customer service and technical support to every client.



The Business Of Standards, Before And After BSOL

The Prometheus Group works in an industry that requires a substantial amount of standards. These apply not only to the final product, but also to their quality management where they use ISO 13485 and ISO 14971. The group also uses standards for risk analysis, biocompatibility, symbols, usability engineering standards, as well as for the safety side of the business.

Furthermore, the company recognizes that everyone involved with their medical products needs complete knowledge of the standards required, from the main subcontractors (who build 80% of their products) to the suppliers.

Larry Hamilton, General Manager for The Prometheus Group, is the point person for the British Standards Online Library. He is responsible for the quality and regulatory side of the business, and explains how their early relationship applying standards was a costly one:

"We were buying the standards [individually] and to purchase the standards was, at least for us, very expensive."

Hamilton realized he had to find another way of accessing this information. He was already using British Standards Institute as a registrar, so researched British Standards Online Library via the BSI website, and instinctively thought it was "worth a try." Hamilton arranged a meeting with a representative from BSI who immediately impressed him, with what he simply describes as an "excellent presentation". He realised this was the way to go: "I liked that it was flexible. We've got about 25 standards right now, and it just works for us." Now it seems, there is no going back: "We've just renewed [with BSOL] for another year, having already had it for a year and a half."





Free Up Time For The Business

Hamilton goes on to explain how working this way is time-saving too. Not only was it more expensive purchasing standards before subscribing to BSOL, but he then had to wait to receive them, and still needed to download each one. This whole process used to take a couple of days. Now the same amount of work (for example accessing 10 standards) can be done in a matter of hours, leaving Hamilton free to focus on other activities within the business.

This level of efficiency also benefits consultants, who are hired to work alongside Hamilton and his team on the regulatory side of things. When a consultant produces a list of standards for a particular product, instead of Hamilton spending time trying to locate the standards, he now goes straight to BSOL and finds what he wants. The consultant can then log on and access them. "The consultant gave me a list of standards and I didn't need to search around to find where I could get them from. I just went on the BSOL and he had them the same day."

Meeting Worldwide Standards And Safety Requirements

Each product manufactured by The Prometheus Group undergoes final testing, to ensure it meets the standards and regulations for the United States.

"This high level of assurance can only be achieved by getting the compulsory standards. Working with BSOL makes the whole process quick and accessible."



Not Just A Purchase, But A Continuing Relationship

Hamilton admits he didn't know much about how BSOL worked at first. However very quickly, with the help of a BSI advisor, he found the database easy to use: "The training I received was outstanding." He continues to describe how BSOL now constantly support the business: "If I ask a question, they immediately come back to me with an answer. I get help when it's required, and the overall support so far has been exceptional."

The on-going partnership with BSOL also includes getting alerts that inform Hamilton of any changes in standards. By having this level of access to the latest information means always being up to date.

"If a standard becomes obsolete, or is replaced by another one, I get an email and know immediately what to do."

The Prometheus Group is a leader in their field and demonstrates commitment to the industry by consistently working to the highest standards possible. This allows Hamilton and the rest of the team to be fully confident when producing ground breaking medical devices, that are ultimately changing people's lives for the better.



Join The Prometheus Group today and find out how BSOL can support your business.

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