

Symmetry Surgical uses ETQ Reliance out-of-the-box to streamline, enhance quality



Symmetry Surgical® is a leading healthcare technology and solutions provider of high-quality surgical instrumentation, a full-line electrosurgery portfolio, and minimally invasive surgical devices. The company, which sells more than 2M devices annually, manufactures more than 26,000 medical instruments and devices across all specialties and serves 14,000 customers worldwide.

Meeting the need

Like many life sciences and medical device organizations, Symmetry Surgical faced several challenges. The company needed to adhere to changing FDA and other regulations while simultaneously protecting its brand value. But as a small company comprised of four operations sites, 250 employees, and just six quality engineers, it was clear that Symmetry needed a quality management solution that would provide immediate value and was able to grow as the company's needs evolved.

Symmetry began its quality journey in 2015 by implementing ETQ Reliance®'s document control application — then quickly identified other areas where ETQ could help. Over the next several years, Symmetry's quality team implemented NCMR, SCAR, risk assessment, and CAPA, in addition to expanding document control functionality.

Early in its quality journey, Symmetry determined that, as a smaller company, the key to its success would be embracing a business philosophy that focused on maximizing the value of the technology out-of-the-box rather than relying on customizations. The company didn't have the "depth" within the organization to configure the system for every nuance at every site. Symmetry could deploy apps more quickly by using ETQ out-of-the-box with fewer customizations.

Filling the gap

With ETQ in place, Symmetry has successfully standardized quality processes and documentation across the entire product lifecycle, helping the company maintain compliance with ISO 9001, FDA regulations, and the EUMDR or European Union's Medical Device Regulation.

Additionally, ETQ's advanced quality analytics provide Symmetry with actionable insights that allow its team members to make data-driven decisions. These factors and Symmetry's enhanced ability to adhere to strict timelines in multiple global regions have allowed the company to maximize profitability while improving overall supplier quality.

Using ETQ Reliance as a common platform has allowed Symmetry to more effectively manage information and performance across sites while maintaining data and records in a centralized location. In addition, ETQ Reliance has improved communication and collaboration with suppliers; Symmetry can now easily collaborate with suppliers on corrective actions, leading to a significant reduction in corrective action closure time.

Quality journey



Advanced quality analytics provide Symmetry with actionable insights to make data-driven decisions and improve supplier quality



Customer feedback tracking identified a previously hidden rework factory affecting 0.5% of shipments



Training management and testing confirmation apps save the company 10 engineering hours per month

Looking forward

By harmonizing practices, information, and records across sites with ETQ Reliance, Symmetry Surgical has not just “gone green” by minimizing paper records — the company has realized numerous quantitative benefits. Specifically, ETQ’s:

- complaint management app saves the company 40+ hours of engineering time each month
- document control app effectively eliminated manual doc control activities, saving three hours a month at a single facility
- training management and testing confirmation apps save the company ten engineering hours per month
- customer feedback tracking allowed Symmetry to identify a previously hidden rework factory affecting 0.5% of shipments

Building on its current quality successes, Symmetry plans to expand its use of ETQ Reliance in the upcoming months and years. In the short term, the company plans to focus on expanding its supplier management and document control; longer-term, Symmetry aims to implement internal and supplier audits, quality alerts, and tech file documentation, among other improvements.

About Symmetry Surgical, Inc.

Symmetry Surgical, Inc. is a surgical instrumentation and solutions company with a rich legacy of trusted brands, quality, innovation, and customer service — supporting all surgical specialties and sites of care. Symmetry Surgical is dedicated to developing and delivering high-quality, innovative surgical instruments that address clinicians’ needs and improve patients’ lives.

The portfolio of trusted brands includes: BOOKWALTER®, BOVIE®, GREENBERG®, OLSEN®, SYMMETRY®, SYMMETRY SHARP, KERRISON®, FLASH PAK®, CLASSIC®, CLASSIC PLUS®, SECTO®, QUAD-LOCK®, RAPIDCLEAN®, MAGNAFREE®, MIDAS TOUCH®, MICROSECT®, ULTRA INSTRUMENTS®, MULTIPAK®, ACCESS SURGICAL®, RILEY MEDICAL®, TRANSPAK®, OPTI-LENGTH®, BOOKWALTER ROTILT®, AND SYMMETRY ACCESS™.

The Symmetry team is focused on its mission of Elevating Surgery for Life and actively pursuing its vision of Playing a Vital Role in Every Surgical Procedure Worldwide.



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