

CS 251201

Continuous Improvement in Practice

Short-, Medium- and Long-Term Gains

In 2025, KEY HEALTH onboarded a new healthcare customer in Wales and found significant issues with the inherited estate: the asset list was inaccurate and non-standardised, service records were incomplete, and the customer could not reliably extract information to support safe operations or decision-making.

Short-Term Improvements

KEY HEALTH delivered immediate stabilisation by:

- Fully cleansing and standardising the asset register
- Uploading all corrected data into e-Quip and linking it with the customer's own system
- Providing staff training and creating simple, automated reports
- Giving the customer read-only access to KEY HEALTH's e-Quip portal

These steps quickly improved asset visibility, accuracy and operational efficiency.

Medium-Term Improvements

Once the data foundation was fixed, KEY HEALTH:

- Reviewed equipment standardisation opportunities
- Evaluated subcontractor efficiency to improve turnaround times
- Ensured OEM and MHRA compliance across all assets
- Targeted devices with the highest historic failure patterns to lift uptime

This improved service quality, reduced repeat faults and strengthened reliability.

Long-Term Improvements

KEY HEALTH is now working with the customer on:

- A multi-year lifecycle-replacement roadmap based on real device performance
- Annual benchmarking against national reliability data
- Embedding continuous-improvement actions within quarterly review meetings

Outcome

The improvements delivered immediate operational stability, fewer repeat faults and clearer visibility of the entire equipment fleet. In the longer term, the customer now benefits from a defined lifecycle roadmap and data-driven decision-making.