



## Confidence. It comes with every refurbished system.

The Siemens Healthcare Diagnostics Proven Excellence Program for Refurbished Systems

Answers for life.

**SIEMENS**

# Value is more than a goal.

In the world of healthcare, value has become more than just a popular word. It's a necessity. For healthcare organizations to be successful, they must make wise, cost-effective investments in all areas — people, procedures and, of course, equipment. Our Proven Excellence Program for laboratory diagnostic systems was developed with this in mind. Our process is meticulous because our standards are so demanding. It's our belief that it takes a high level of scrutiny to produce quality systems worthy of the Siemens name and, most importantly, of your trust and confidence.

It's a  
**necessity.**



ADVIA® 120 Hematology System



Worklist

Quality Control

Calibration

Setup

Close All

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Refresh

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Worklist - Summary

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10 Apr 09

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- Close
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Move to Historical

# Uncompromising standards come **standard**

The Siemens Proven Excellence Program is well established — it has been offered for years within other divisions of the organization. Now, for the first time, it is also being offered to Laboratory Diagnostics, including refurbished equipment in Central Laboratory, Point of Care, and Molecular systems. Each piece of equipment within our Laboratory Diagnostics division must adhere to a strict set of principles in order to achieve refurbishing excellence. It is this exacting method, which allows us to assure you the highest quality products.

Our standards include:

## Original equipment manufacturers

As a leading original equipment manufacturer of diagnostic testing equipment, Siemens is the perfect source to go to for refurbished diagnostic instruments. We understand the smallest details that go into designing and manufacturing equipment. This detailed knowledge helps guide every step of the refurbishment process. It starts by selecting only the best equipment and continues through restoring and installing it — ensuring the end result is always excellent in terms of quality.

## 5-step refurbishing process

Only a select few systems make it through our exhaustive 5-step process. That's the kind of quality control necessary to achieve the Siemens Proven Excellence stamp of approval. This thorough inspection should give you full confidence in your refurbished product — the same kind of trust you would have if the equipment were new. In fact, the first year of service is included.

### The five steps of our process:

1. Selection
2. De-Installation
3. Refurbishment
4. Installation
5. One year of service

## Certified refurbishment sites

Siemens Healthcare Diagnostics authorized refurbishment sites located in Atlanta and in Dublin are certified. A site can only be certified if its process and practices comply with the European Coordination Committee of the Radiological, Electromedical and Healthcare IT Industry (COCIR) Good Refurbishment Practice, an industry standard. COCIR's goal is to promote the development of international standards in terms of quality and effectiveness with medical devices and healthcare IT systems through free trade worldwide without compromising safety.



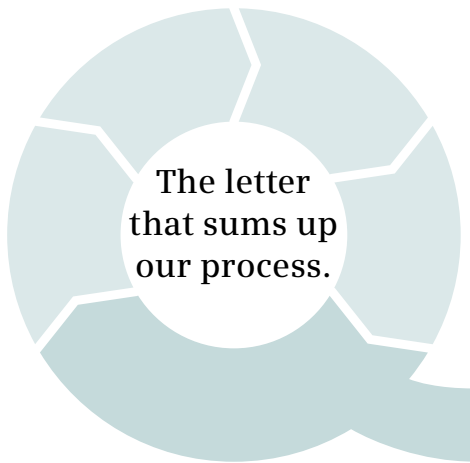
IMMULITE® 1000 Immunoassay System

#### Positive environmental impact

Our Proven Excellence Program is good for the environment. We are creating useful instruments from those that would otherwise be disposed. That means we're keeping them out of landfills — an essential factor in helping the earth. Plus, the program is sustainable. We will be able to continue refurbishing instruments well into the future.

The new Proven Excellence Sustainable Impact Program with Siemens Healthcare pursues integrated environmental protection across the products entire life-cycle. So far, our processes have led to a reduction of 20,000 tons of CO<sub>2</sub> per year. We're also planting trees for every Proven Excellence system sold with the help of the World Wildlife Fund (WWF) in Indonesia and its NEWtrees Replanting Initiative. Our goal is to double the reduction of CO<sub>2</sub> emissions by reforesting 32 hectares of rain forest.





The letter  
that sums up  
our process.



#### Step 1: Selection

There are no compromises when it comes to selecting equipment. Only instruments worthy of our name get selected. Siemens Healthcare Diagnostics refurbish engineers use the following instrument selection criteria:

- Age and condition
- Service history
- Performance
- Upgradeability to hardware and software system requirements



#### Step 2: De-installation

Each piece of equipment has been chosen for its potential to deliver results. Once the best systems have been selected, our authorized Field Service Engineers do everything to ensure the journey is a safe one, including:

- Inspecting the system
- Packing it in special, protective material
- Overseeing the transportation process to the refurbishment site



#### Step 3: Refurbishment

Reaching the pinnacle of “Excellence” takes hard work. Our process is exacting and comprehensive. Because only the highest quality systems make it out of our doors.

Here’s how we refurbish our equipment:

- Inspect thoroughly, including all components, parts, and software
- Thoroughly clean and decontaminate the instruments
- Replace any worn parts and components with authorized Siemens parts and upgrades
- Install the latest required original manufacturers hardware and software updates
- Follow equipment testing and alignment procedures, the same as a new instrument
- Perform complete system checks and final test to ensure equipment meets the same standards as those of our new systems
- Paint to meet cosmetic standards for sale



#### Step 4: Installation

The next step of the refurbished equipment’s journey is to your laboratory. Of course, each instrument is proven fully operational before it leaves Siemens. But the true test comes when the instrument works properly in your lab.

Our installation stage consists of:

- Shipping the equipment to your facility and monitoring it for safety
- Arranging an authorized Siemens Field Service Engineer or Authorized Service Agent to install the system
- Implementing all start-up and performance verification procedures
- Providing all “Proven Excellence” quality documentation and certificates
- Offering customized training



#### Step 5: Warranty

When we say your system is as good as new, we mean it. Our instrument warranty proves it because it’s the same warranty we give to our new products — 12 months. What’s more, we also offer:

- Flexible service contracts to support your needs when your warranty expires
- Availability of Siemens spare parts for at least five years
- 24/7 customer support no matter where you are in the world

**The five steps in our Proven Excellence process form a “Q” because the end result is a Quality product. The utmost scrutiny is given at every point because we do not accept anything less.**



Dimension® RXL Integrated Lab System



ADVIA Centaur® XP Immunoassay System

Only after all of these steps are taken is the “Proven Excellence” Quality seal applied.

**Quality instills confidence**

The best part about choosing a Siemens refurbished instrument? Confidence. Confidence in a tremendous value. Confidence in a fully warranted reliability. Confidence in leaving a smaller environmental footprint. And the ultimate confidence — that you’re making a wise investment for your organization.

Start on your journey to Proven Excellence today. Give your local representative a call or visit us at [www.siemens.com/diagnostics-proven-excellence](http://www.siemens.com/diagnostics-proven-excellence) to learn more about our program.



Siemens Healthcare Diagnostics, the leading clinical diagnostics company, is committed to providing clinicians with the vital information they need for the accurate diagnosis, treatment and monitoring of patients. Our comprehensive portfolio of performance-driven systems, unmatched menu offering and IT solutions, in conjunction with highly responsive service, is designed to streamline workflow, enhance operational efficiency and support improved patient care.

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Product availability may vary from country to country and is subject to varying regulatory requirements. Please contact your local representative for availability.

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