



STERIS HEALTHCARE SERVICES

Achieving ONE of a kind service.

Steris is a global leader manufacturing sterilization and surgical equipment, and other medical and laboratory accessories.

Steris Healthcare Services uses service excellence to differentiate from competition, protect margins, grow revenue, and increase customer loyalty.

Severe market pressures forced clients to demand price and cost reductions, and expect higher levels of responsiveness.

Still, Steris needed revenues to grow. Even single digit improvements in customer satisfaction would lead to additional revenue and profits.

Steris focused on every customer touch point to drive innovation. Multiple low-cost action steps lowered expenses while enhancing customer experience.

“The Uplifting Service program is the cornerstone that helped STERIS revitalize focus on our Customer, helping us differentiate our offers in a price-sensitive marketplace and drive customer loyalty.”

MARK ENGLISH
Vice President, Operations, North America
STERIS Instrument Management Services

IMPROVED CUSTOMER EXPERIENCE

Steris partnered with Uplifting Service to implement a service culture campaign including:

- Service Leadership Workshops to identify Building Blocks for improvement
- Town hall events to energize staff and recognize progress
- 35 Workshop Leaders certified to implement Service Education for 1000 employees
- 3 phases of Action Planning workshops over 3 years resulting in improvements to:
 - Equipment uptime
 - Response time
 - First Visit Fix Rate and total time to repair
 - Customer communication
 - Customer Experience and NPS survey results
 - Customer loyalty

STERIS®



CLIENT

Steris Healthcare Services
Manufacturer and Distributor

PROFILE

Steris is a leading provider of infection prevention and other medical, biotech and laboratory products and services. Headquartered in Mentor, Ohio, USA, Steris has operations in more than 100 countries.

MISSION

At Steris, we help our Customers create a healthier and safer world by providing innovative healthcare and life science product and service solutions around the globe.

SERVICE VISION

Achieving ONE of a kind service

TEAM MEMBERS

12,000 associates world-wide, 1,000 associates within the North American Healthcare Service division