

## Boston Scientific Tour

October 2013

On October 10<sup>th</sup> Boston Scientific Cardiac Rhythm Management (CRM) hosted a tour of their Arden Hills facility. Boston Scientific's Cardiac Rhythm Management (CRM) Group is a leading developer of implantable devices used to treat cardiac arrhythmias (abnormal heart rhythms), sudden cardiac arrest, and heart failure. The topics of this tour focused around 1) Lean Office and 2) Tour of the Battery Assembly line.

To start things off Bree Bowersox, Christy Strong, and Curtis Herbel explained how their Information Documentation Services (IDS) group has been leveraging Lean Office for the past year and a half. The IDS group is comprised of 39 people and 1 dedicated IE working on Lean CI within IDS. It was very interesting to see some of the successful Lean Office projects they have been working on. Part of their success has been due to keeping up with practices such as office waste walks, mentorship programs, and having goals for the number of CI projects they do each year.

Next we got geared up in our clean room attire and toured the battery assembly line. It was fascinating to see how medical device batteries are manufactured with all the regulations and restrictions that need to be followed for patient safety. John Klein and Kelly Minchow led the battery tour and discussed the Lean tools they use as IE's in Battery Assembly. Great example of a visual workplace!

Thanks, Boston Scientific for a wonderful tour! It was very inspiring to see how BSCI utilizes Lean in the office as well as in manufacturing and I look forward to hearing more from BSCI at the ASQ/IIE joint event in 2014!