CUSTOMER STORY

Healthcare Leader Grifols Uses Jama Connect® to Cut Costs and Speed Development

Founded in 1940 and headquartered in Barcelona, Spain, Grifols is a global healthcare company with over 21,000 employees. Its four divisions—Bioscience, Diagnostic, Hospital, and Bio Supplies—develop, produce, and market innovative solutions and services in more than 100 countries.

As pioneers in the field of plasma science, Grifols has grown to become one of the largest plasma companies globally, with the largest network of donation centers worldwide. With a focus on improving people's health and well-being, Grifols develops plasma into essential medicines to treat rare, chronic, and, at times, life-threatening conditions.

As a recognized leader in transfusion medicine, Grifols also offers a comprehensive portfolio of solutions designed to enhance safety from donation through transfusion. And the company supplies tools, information, and services that enable hospitals, pharmacies, and healthcare professionals to efficiently deliver expert medical care.

No company can have continued success for nearly 80 years without evolving its processes, and Grifols is no exception. With a commitment to a sustainable business model, Grifols strives to set the standard for continuous innovation, quality, safety, and ethical leadership in healthcare.

GRIFOLS COMPANY SUMMARY:

- Global healthcare company with four divisions: Bioscience, Diagnostic, Hospital, and Bio Supplies
- Founded in Barcelona, Spain, in 1940
- More than 21,000 employees in 30 countries

Opportunities for Efficiency

When its Diagnostic division began a new project in 2018 to improve the management of disease detection in blood bank laboratory operations, opportunities for efficiency emerged. The project's team was split between Spain and the US and believed its requirements and risk management processes could be improved.

Up until that point, the Grifols team had been using a legacy tool to manage requirements, risks, and tests. While the legacy tool had served its purpose for years, the team felt there were other options available that would help better facilitate collaboration when discussing and reviewing requirements and risks for those not in the same office, or even country, thereby substantially improving efficiency in the process.

Reviewing requirements and assessing risks was arduous. The process of reviewing requirements in a Word doc, exported from the legacy solution, would take about two months. Risk assessment reviews took up to six meetings in total, adding to the slowdown.

> "Our globally dispersed teams need to work on the same projects, and using our previous legacy solution was very slow. We experienced performance issues. We were looking for a way to expedite the process."

Carmen Pazos, Diagnostic Divisions R&D Instruments Senior Manager, Grifols

Since Grifols' products are considered medical devices, they must also comply with ISO 14971, the standard for the application of risk management to medical devices. That means risk assessment is mandatory, and Grifols had been handling that process manually through Excel spreadsheets.

Discovering Jama Connect

The Diagnostic team knew there had to be a more efficient way to perform all these different activities, and it was interested in a product lifecycle tool that was already compliant with medical device regulations.

A colleague from another group within Grifols, the Hospital division, told Pazos about the positive experience her team was having with Jama Connect™. “When I saw how Grifols was already using Jama Connect, I thought, ‘I really need that,’” she says.

Leveraging Jama’s Professional Services, a consultant helped introduce the Diagnostic team to Jama Connect via a sandbox instance so they could get a feel for the platform. The Jama expert also hosted a number of demos, presentations, and trainings for additional support. Within two or three months, Grifols began working from a medical device pre-configured template within Jama Connect on a small, low-risk project to test its capabilities. Things went well and Grifols began implementing Jama Connect into more projects.

Real Benefits for Global Healthcare

The immediate benefits the Diagnostic team saw from Jama Connect were how user-friendly and intuitive it is, while also keeping people in different time zones instantly in synch. The ability to comment and facilitate robust discussion within Jama Connect helps remote teams drive clear agreement on project items while also automatically building an audit trail for compliance.

"In the long distance between California and Spain, I feel like I'm connected to the team," she says. "I can keep track of all the doubts, questions, and answers in the same tool."

Pazos is also pleased with the way in which Jama Connect lets her team link requirements to risks, tests, and execution.

The traceability with impact analysis Jama provides gives a huge boost to risk management as well, saving what Pazos estimates as much as 80 hours per project, which can now be applied in more productive ways.

Jama Connect's Review Center has also helped Grifols shorten review cycles from three months to fewer than 30 days, while reducing budget overruns. The Diagnostic team is using Review Center for approval of requirements, risk assessment, and test cases. With Review Center, the team can compare different versions of requirements, for instance, and see what changed. Users can also sign off on reviews and vote on items, strengthening and streamlining their communication for better results.

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With Review Center, we review things more incrementally, and we can catch changes, or things to fix, very early in the process. So, the cost at the end is less.”

Carmen Pazos, Diagnostic Divisions R&D Instruments Senior Manager, Grifols

Grifols currently has plans to expand its use of Jama Connect, including potentially expanding it out to other divisions and implementing it on bigger projects. “I hope they decide to use Jama, because I’m really happy with it,” Pazos says.

GRIFOLS RESULTS:

- Savings of 80 hours or more per project
- Review cycles reduced from three months to fewer than 30 days
- Requirements linked to risks, tests, and executions for traceability
- Improved communication and efficiency
- Reduced rework

Learn more about how Jama Connect can help improve your medical device development.

ABOUT JAMA SOFTWARE

Jama Software® is focused on maximizing innovation success in multidisciplinary engineering organizations. Numerous firsts for humanity in fields such as fuel cells, electrification, space, software-defined vehicles, surgical robotics, and more all rely on Jama Connect® requirements management software to minimize the risk of defects, rework, cost overruns, and recalls. Using Jama Connect, engineering organizations can now intelligently manage the development process by leveraging Live Traceability™ across best-of-breed tools to measurably improve outcomes. Our rapidly growing customer base spans the automotive, medical device, life sciences, semiconductor, aerospace & defense, industrial manufacturing, consumer electronics, financial services, and insurance industries.