

Employee Profile: Lokram

Lokram is the new director of Regulatory Affairs and Quality Assurance (RA/QA) at Stryker Endoscopy. Prior to this recent promotion, he was a senior engineering manager in QA at Medical. There he was responsible for QA engineering and all inspection activities that relate to production, suppliers, final assembly and new product development. Lokram joined Stryker in January 2005.

A company that puts people first is a great company to work for and a great place to build a career. While most companies look for experience and skill sets, at Stryker we focus on hiring talented people.

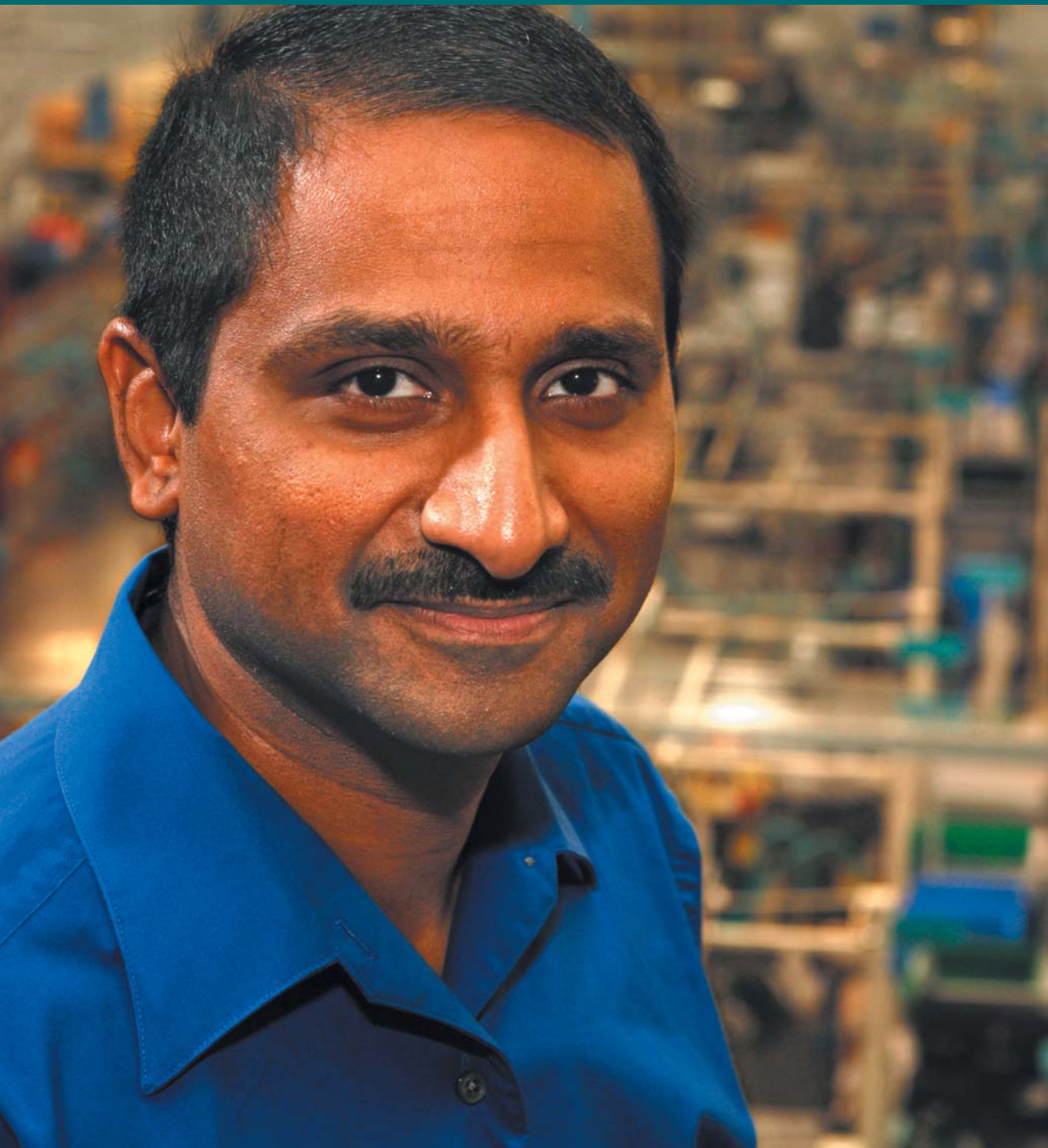
Hiring and building a team of talented people who have a winner's attitude but are still humble is challenging and rewarding. At Stryker Medical, we have a passion for our people, quality and customers. I take pride in the fact that we as a QA team can relate to and connect the dots to all three. The people on the QA team have an intense focus on customer satisfaction; they are the ambassadors of quality for the organization. We believe that we build products that change people's lives. Every single day, we strive to earn our customers' loyalty by ensuring the products we make are of the highest quality possible. The Quality team's numerous customer visits keep us humble and teach us never to be complacent. As we make customers our top priority, we also know we directly impact the company's growth and profitability. Our QA team adds value, and that keeps me motivated and engaged.

Right from day one, we invest in our employees by giving them all the tools and training necessary to function effectively at their job. The MedSurg Leadership Academy was a very interesting session that I was very fortunate to attend. It was a great opportunity to learn about the people behind the success of Stryker and to hear their personal stories. I learned that they all had a great manager or mentor who helped them get to where they are now. Having a great leader and a coach is essential to success at Stryker.

Balancing my career with my life outside of work is not an easy task. Knowing that I have a great team that will do what is right for our customers all the time has allowed me to be with my family. I am also practicing to be disciplined to dedicate certain periods of time during weekends that I spend on work instead of constantly being connected.

At Stryker, the opportunities for growth have no boundaries. We hire talented people from different cultural and educational backgrounds. At Medical, QA is one of the most diverse teams with people from all walks of life. Our team is made up of females and males from different cultural backgrounds and countries. Some of the countries represented on our team are Canada, China, El Salvador, India, Mauritius, Nepal and Pakistan. We have an inspection group, engineers and managers from different backgrounds such as the military, automotive and new college graduates. The diversity of our team brings a unique perspective to how we view our expectations of our customers and how we relate to them. We know our customers are very diverse and so is our team – and this is a great strength that we bring to Stryker.

A common theme at Stryker is our commitment to customers. We place a great emphasis on our people to carry forward the passion for quality and customers. We know that we have to earn customer loyalty every single day. Customers trust their lives to our products and we take this seriously. In the two years that I have managed QA, I have brought focus on serving customers through continuous improvement initiatives. The entire team revolves around the concept of improving customer experiences in every action we take to support Operations, R&D, Field Service or Sales. It is very important to listen to someone when she raises her hand and says something is not going right. When we have a hint of doubt, we stop shipping, assess the situation, correct and restart. We do not shy away from problems; we face them head on. We are able to bring more issues to the surface this way, and we ensure that we deliver on our promise to the customer. Year over year, complaints are going down and our quality level, or customer experience, is improving.



We in QA support many different customers both internal and external. In the process, we help the teams we support to come up with solutions and make decisions. As ambassadors of quality, our team strongly believes in asking two questions:

- As a customer, would you take delivery of the product knowing that you or one of your relatives could be on that bed or stretcher?
- As a customer, would you still pay full price for the product?

We make our products with the utmost care because someone's life depends on them. We are committed to product quality improvement as our way of life – and we will never be satisfied because there will always be more we can do to improve.