



“Our Haemonetics trainers were top-notch and very easy to work with, while at the same time, they held us to a high level of achievement. I especially appreciated the fact that the focus was not on memorizing mathematical calculations, but rather on how to understand and apply the Six Sigma tools in a highly practical manner. Haemonetics Corporation’s many years of experience in blood collection meant that we never had to explain the subtleties associated with our particular industry.”

*Gregg Booth, Division Director, Laboratories  
Interim Division Director, Donor Recruitment/Community Relations  
IT Security Officer, April 2009*

USA

# Hoxworth Blood Center saves \$750,000 with Six Sigma methodology

## Challenge

Hoxworth Blood Center (University of Cincinnati) in Ohio has long been a proponent of continuous improvement and had implemented many cost-cutting strategies in its operations. Eventually they reached a plateau, however, forcing management to realize that future improvements would require a more formal structure and process. What they needed was a program that would provide solid data as a foundation for good decision-making.

## Solution

Hoxworth partnered with Haemonetics to implement Six Sigma methodology. Following a training period, Hoxworth and Haemonetics worked together to identify four key projects to improve their internal processes.

## Results

Hoxworth realized annual savings in excess of \$750,000, plus increased revenues and blood supplies. The center also:

- Sustained a significant reduction in platelet wastage (from 26% to 14% for random platelets and from 5% to 2.6% for apheresis platelets)
- Decreased the production of unusable blood from 4% to 2.5%
- Increased its blood supply by increasing automated red cell collections on mobile drives from 4% to 13.4%

Following new procedures and employee training, the number of donors who schedule their next appointment while still on-site increased from 2.5% to 12%.



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