



## Dentsply Sirona – The Dental Solutions Company

### Turn 4 into 1 – Standardized Engineering Change Management

Dentsply Sirona is the world's largest manufacturer of professional dental products and technologies with a 130-year history of innovation and service to the dental industry and patients in almost all countries worldwide. Dentsply Sirona develops, manufactures and markets comprehensive solutions, dental and oral health products, as well as medical consumables, which are part of a strong market portfolio. For an integrated process, Dentsply Sirona trusts **4PEP Engineering Change Management** at their site in Bensheim.

*“ILC is a reliable partner with excellent market expertise, who supports us with advice and assistance at any time. By implementing 4PEP Engineering Change Management, we were able to develop a uniform standard that can be used for all our change processes and to subsequently increase the quality of the procedures substantially.”*

Florian Mühlbauer  
Product Lifecycle Manager  
Research, Development and Technology



#### Company

- name: Sirona Dental Systems GmbH
- location: Bensheim
- industry: Medical
- products: Dental products and technologies
- revenue: 3.341 bn EUR (2020)
- employees: 15,000
- www.dentsplysirona.com

#### Initial Situation and Challenges

- four area-specific processes
- paper-based and error-prone process
- long lead times because of wait times
- missing transparency concerning the status and progress of a change

#### Solution

- paperless process
- clearly designated responsibilities
- transparency concerning the processing status of a change
- completeness check of a change request
- provision of standard reports (lead time, frequency of errors)

#### Customer Benefit

- standardized process
- automatic determination of process and agent
- manageable operative change packages
- implementation plan before the start
- no deviation from a plan after the approval
- transparency across the entire process