

# Supporting expiry dates for Customer Satisfaction

As a supplier of sterile supplies you will invest time and resources researching the required expiry dates for your products and the period of time that you will recommend the product be used for once opened. This can be costly and does not always ensure that the product will be used as recommended.

Your main objectives when producing sterile products are to achieve the following:

- Patient safety
- Customer satisfaction
- Optimal product sales
- Effective stock control
- Efficient production methods
- Profitability

In order to be successful you need to ensure that you have fulfilled all the objectives of your customers and end users of your products.

Your customers are looking to provide the best patient care that they can whilst battling with the following challenges:

- Reduced budgets
- Reduced staffing levels
- Increased risks of infection
- Increased risk of litigation
- Increased regulation
- The need for safety for patients and staff
- Increased patient expectations of the effectiveness of treatments

Expiry dates on sterile products can assist with facing these challenges but are not always understood, easily read or observed.

As a manufacturer you will also give recommendations for the length of time a product should be used once it is opened e.g. in-dwelling urinary catheters, infusion sets, arterial pressure monitoring kits and feeding tubes. The process within a hospital for monitoring the expiry dates of products in use may not be as efficient as it should be and is likely to be recorded on a hand written label or in the patient's notes. This may lead to a product being used for longer than it should be thus reducing its effectiveness and safety.

High value products such as joint replacements, stents, valves etc. may be held in stock by a hospital and not invoiced until used and so good stock rotation is vital to ensure that the risks of out of date stock on the shelf and the resulting losses for the manufacturer are reduced. Stock control is also important in reducing costs for your customers.

Making it easier to use products as recommended would have benefits for everyone involved.





## Find out how UWI can help you

- ✓ reduce risk
- ✓ reduce cost
- ✓ improve stock control

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## Real-time solution

### Real-time solution

The UWI Label offers an innovative and accurate approach to monitoring the time that a product is safe to use. Simply applied at the time of packaging or use, the label clearly gives a universally recognised indicator of the time of expiry for the product.

### User-friendly Concept

The UWI Label incorporates an embedded, elapsed-time indicator strip which is automatically activated when the product is opened; progressively changing from green to red according to a pre-set time period. Red alerts the user or carer that the product may no longer be safe.

### Unique Technology

Designed using microfluidic technology, the non-toxic, patented, smart label technology has many years of rigorous scientific and technical development behind its successful performance.

### Tailored Timescale

The required time period is set in advance and enables specific timeframes for each product to be selected: ranging from a few minutes, to hours, days, weeks and months. Longer periods are subject to further research and development and validation.

### Ease of Use

Readily integrated into standard tamper-proof labelling lines, the UWI Label doesn't require investment in additional machinery or line disruption. Fully applied to the outside of packs, it doesn't come into contact with the contents at any stage.

### Broad Application

Made from flexible, paper-like, composite materials, the UWI Label is suitable for application on a wide variety and size of jars, bottles, packs, devices, surfaces, containers and tubes. It is consistently reliable across refrigerated and ambient products.

### Versatile Design

The size of the UWI label can be adjusted according to its intended use and artwork developed to align with product or your company's brand.



Founded in 2009 by CEO and inventor of the UWI Label, Pete Higgins, UWI Technology has since won a raft of awards in recognition of its technical and commercial developments from organisations including: PWC Scotland, Barclays, NESTA, SMART Scotland and Scottish Enterprise.

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## Benefits

Working alongside current processes the UWI Label reduces risk by giving a clear indication of when a product is still safe to use or should be discarded which means:

- Reduced risk of infection
- Reduced risk of ineffective treatment caused by unsterile products
- Reduced waste as there will be less likelihood of doubt about using a product or discarding it
- Reduced costs because of the reduction in waste, repeat treatment and a reduction in length of patient stay due to ineffective treatment or additional treatment because of acquired infection
- Improved stock control
- Support for the risk management strategy for infection control
- Improved patient/client comfort
- Improved customer satisfaction
- Improved product value
- Increase in product sales