



Rely on the ROC

GE Healthcare Repair Operations Center





“Bottom line: I need a repair services provider who can efficiently and effectively diagnose and repair our equipment with as little downtime as possible. And that’s just the beginning...”

An industry-recognized Center of Excellence, the GE Healthcare Repair Operations Center (known affectionately as “The ROC”) provides the type of reliable, expert service its nickname implies. Conveniently located just a few miles from our globally renowned Healthcare Institute, this modern, 280,000-square-foot facility combines advanced technology, lean manufacturing practices, and an expert workforce to provide fast turnaround times and exceptional repair quality.

In short, we care for you and your equipment, so you can care for your patients.

It all begins with quality

In addition to ISO 13485 & ISO 14001 certification, the ROC features exceptional validation and quality-control processes, and quick turnaround.

You can rely on the ROC:

- **We are fully aligned with GE Brilliant Factory standards.**
This proprietary GE platform combines lean and advanced manufacturing, 3D printing, and advanced software analytics to help us be more productive, and improve your satisfaction.
- **We are a leader in advanced automation.**
Advanced technologies enabled through robotics, intelligent software, and self-driving vehicles streamline material flow throughout the facility. Digitalization and electrical infrastructure enable scalable and flexible power management based on lean processes and each repair line’s individual needs. Advanced, automated test equipment allows us not only to connect to the pertinent software, but also to visualize test results.
- **We are continually improving.**
Our processes are never “fixed.” We’re always adding new tools, systems, and equipment, and every member of our team is empowered to suggest changes that will boost both efficiency and efficacy.

Equal parts speed and precision

Reduced turnaround time, improved customer communication, exceptional repair quality—all in the name of improved patient care. It's more than our job. It's our passion.

Our service program begins the moment your equipment enters our Repair Operations Center. The intake station disinfects, labels, and tracks your equipment.

Once it's been processed and entered into our system, it goes through a thorough diagnostic evaluation to identify the source of the problem using the same tools and test equipment we use in the original manufacturing process.

Once the repair is complete, it moves on to validation and quality control, where the team reviews the diagnosis and repair work, and confirms that the product has been repaired to OEM quality.

And because we know each and every piece of equipment is crucial to your operation, you'll receive updates throughout the repair process.

We do all depot repairs for:

**anesthesia • monitoring •
diagnostic cardiology • respiratory •
maternal-infant care • ultrasound probe**



Our advanced, efficient Repair Operations Center does more than repairs.

- When a piece of equipment has reached the end of its service life, we offer a wide range of recycling and remanufacturing programs that keep 94% of the material we receive out of landfills.
- For customers with budget constraints, our innovative GoldSeal program refurbishes more than 2,500 unique parts at a substantial savings compared to buying new. GoldSeal parts and systems are put through a rigorous testing and inspection process to make sure they look and perform just like they did when brand new.
- To help reduce downtime, we offer product demos, and loaner and rental equipment.





Our team is *your* team

The ROC consolidates GE's repair expertise to a single Center of Excellence. Our diverse team of engineers, technicians, and lean experts are passionate about helping improve patient care with quality repairs. Driving efficiencies, fostering collaboration, increasing capabilities, and improving turnaround times are the fundamental principles that unite us.

We approach every aspect of our operation with our customers' goals in mind

We take pride in fostering innovation that integrates technology, expertise, and operational excellence, resulting in quality repair solutions and customer satisfaction.

Breadth of expertise:

As an OEM with a broad portfolio of products and multi-vendor capabilities, GE has the experience and knowledge to service a wide range of products. Even when technology advances, we focus on extending the life of the product. The ROC will service equipment through its lifecycle, from warranty to the end of service life, including remanufacturing, harvesting, and recycling.

Economies of scale:

Having all repairs managed in one center and supporting all product lines yield cost efficiencies for our customers. In addition, customers benefit from our cooperative approach and shared best practices across repair engineering design and implementation, tools reuse, and logistics management.

Proximity to resources:

Having this Center of Excellence close to our equipment design centers, our customer training center, and our corporate headquarters means that advanced technical resources are easily within reach when necessary to solve tough repair problems or improve repair capabilities.

Our mission at the ROC

To help minimize customer downtime and provide peace of mind with reliable, consistent, fast, and quality repairs so that hospitals can restore operations quickly and focus on providing the best patient care.



Make a repair request, call **1-800-437-1171**
or visit **[ServiceShop.gehealthcare.com](https://www.gehealthcare.com/service-shop)**

GE Healthcare Repair Operations Center

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