

## Stuart Norris

### Quality and Performance Director

#### Profile



**Professional  
Experience:**

Over 20 years' experience of working in the healthcare profession in medical devices management. Driven by ISO 9001:2008 Quality Management Systems to provide an efficient and effective service provision to customers.

#### Summary

Stuart has worked within the medical device management environment for over 20 years. His training was carried out whilst a serving member of the Royal Air Force, which he left after twelve years' service in 1998. Since then he has spent over 10 years as a manager of Bio-Medical departments, during which time he has been involved in the 'turn-around' of a failed EBME department and also implemented a new medical device management service at Bedford Hospital NHS Trust. Stuart believes in managing medical devices through their complete life cycle – from procurement to decommissioning, both operationally and strategically.

In 2008, Stuart steered his team at Bedford to receive the prestigious award of 'Clinical Engineering Team of the Year'. This award was the first of its kind and was presented by the medical equipment manufacturer Welch Allyn. This was a national award for Clinical Engineers who have delivered significant, but often unrecognised contributions to healthcare in the UK.

Stuart has operated in the role of Technical Director and currently as the Quality and Performance Director for EBME Ltd., with a responsibility for assisting in company direction and development. His main role is to ensure that the company has comprehensive Quality Management Systems (QMS) – ISO 9001:2008 in place, that are tailored to customer requirements and show continual improvements. He has also developed many Key Performance Indicators (KPIs) to help monitor medical device management service provision to reassure customers that their expectations are being met. These systems and indicators also overarch the requirements of the National Health Service Litigation Authority (NHSLA) and the Care Quality Commissions (CQC), Essential Standards for Health regarding medical device management.