

20 Feb 2019 | Analysis

## QUOTED. Feb. 20, 2019. Karl Vahey.

by

When a device-maker is trying to figure out what went wrong with a troublesome product, launching a failure investigation is a must. But a firm can find itself in hot water quickly if it kicks off the investigation with a weak or incorrect problem statement, Cardinal Health's Karl Vahey says.

"If you don't have an accurate problem statement, you're going to be going after the wrong thing and ultimately implement a corrective action that is not applicable to the problem that you have." –Karl Vahey, VP of Operations Quality, Cardinal Health Inc.

- Find out more: [\*Medtech Tips: First-Rate Problem Statement Key To Failure Investigations, Cardinal Health Quality VP Says\*](#)

[Click here](#) for a free trial of *Medtech Insight*