

**Tuesday,**  
**November 13, 2012**

**LOCATION:**

**SIGN Fracture Care International**  
*Check-in at*  
The Signature Center  
451 Hills Street  
Richland, Washington  
(509) 371-1107

**SAFETY NOTE:** Closed-toe,  
low-heeled shoes are required for  
the tour.

**DINNER:**

For this special site visit, we will be  
having PIZZA and soft drinks.

5:30 p.m. - Check in/Networking  
5:45 p.m. – Tour  
6:30 p.m. - Pizza and presentation

**Cost:** \$10 members/non-members

For planning purposes, reservations  
must be received by November 8.  
E-mail [panda\\_2@charter.net](mailto:panda_2@charter.net) with  
your name, phone number,  
company affiliation, or call Alvin at  
371-2221.

**Note:** All no shows will be billed  
unless cancelled 48 hours in  
advance.

For more information about ASQ  
and other upcoming events, please  
check our website at  
[www.asq614.org/](http://www.asq614.org/)



Employs 32 people at the local facility  
Manufactures 20,000 IM nails a year  
Has treated 105,000 patients  
Is in 52 countries  
Is in 282 hospitals

**SPECIAL ASQ SITE VISIT TO**  
**SIGN**



**“Equality of Fracture Care Throughout the World”**

**Hosted by Jeanne Dillner, CEO**

Many of you will remember Jeanne Dillner being the featured speaker at our  
April 2010 section dinner meeting. Now we have a great opportunity to tour  
SIGN Fracture Care International’s manufacturing facility and learn even more!

SIGN is a nonprofit, humanitarian organization based in Richland, whose mission  
is to bring healing to victims of orthopaedic injuries throughout the developing  
world. Collaborating with over 5000 surgeons in more than 52 countries, SIGN  
develops orthopaedic implants and training that will help them heal the severely  
broken bones of their patients. SIGN has more requests to start new programs  
than can be accommodated.

All of SIGN’s products are manufactured in Richland. They are distributed for  
free or at an affordable cost so that poor patients have an equal opportunity to  
receive modern, effective orthopaedic treatment. SIGN manufactures an  
innovative, state of the art, FDA-approved intramedullary (IM) interlocking nail  
system and all instruments needed to implant these nails. Over the years, SIGN  
has improved efficiency and production through the use of quality techniques and  
new machinery, including a laser marker that increases efficiency for marking  
each nail, screw and surgical tool. An Instron Biaxial Test System exerts high  
levels of compression and tension, thus testing durability of the nails.

Quality is a key component at SIGN. Team members document each step of  
design. SIGN recently met the requirements as a certified quality management  
system for the design and manufacture of medical devices, earning them  
ISO 13485 rating by the International Organization for Standardization.  
Complying with ISO 13485 also provides a framework for meeting medical device  
quality requirements in the international market. SIGN has been the recipient of  
awards for Manufacturer of the Year in Washington State in 2010 and in 2011.

**NOTE:** Please try to arrive as close to 5:30 as possible, as the tour will begin  
promptly at 5:45, after which we will have pizza and the presentation. Please  
enter through The Signature Center at 451 Hills Street.

***About our Host:** Jeanne Dillner has been with SIGN since its inception and has held the  
position of CEO since 2001. She regularly travels with Dr. Lewis Zirkle to assist with  
training and building relationships with the local orthopaedic surgeons. Previous to SIGN,  
Ms. Dillner was President of J. Dillner Consulting. She held lead finance positions at the  
International Atomic Energy Agency in Vienna, Austria and at Pacific Northwest National  
Laboratories in Richland, Washington.*