

CASE STUDY

Bridging the Niche Talent Gap for Quality, Regulatory and Sterilization Teams



A leading orthopedic device company partnered with Actalent to overcome Quality and Regulatory hiring challenges—boosting efficiency, accelerating launches, and driving global growth.

The Client

The client is a medical device company specializing in innovative orthopedic solutions for the upper extremity, with a focus on surgical devices for the hand, wrist, elbow and shoulder.

The Challenge

Faced with persistent difficulties in sourcing specialized talent within the niche medical devices field—particularly in a location with significant commuting challenges—the client struggled to attract and retain the right candidates. The combination of geographic limitations and the need for highly specific skill sets created ongoing recruitment difficulties. Over time, cultural misalignment within the organization further hindered retention and contributed to inefficiencies in the hiring process.

What began as a small team of around 50 employees has grown into a rapidly expanding company with strong sales growth in both domestic and international markets. This expansion created an urgent need for highly specialized professionals, not only individual contributors but also experienced leaders to guide new

departments. Despite a high volume of applicants, the client struggled to identify candidates who met both the technical and cultural requirements.

One of the most critical pain points emerged in the Quality and Regulatory departments. While the Research and Development team remained well-staffed and productive, delays in hiring for Quality and Regulatory roles created obstacles that postponed product launches. This was especially problematic given the company's mission to develop advanced bone implants for upper extremity injuries—devices that must meet evolving FDA regulations and the practical needs of surgeons, requiring frequent updates to the documentation and processes.

Historically, the client relied on simple job postings and external referrals, without a dedicated internal recruiting function. This approach often led to mismatches, costing the company valuable time and resources. Without the right talent in place, the organization risked stagnation—losing revenue and delaying innovations that could significantly impact patient outcomes worldwide.

Actalent's Solution

Having established a strong foundation with the client through previous collaborations, the client re-engaged Actalent to provide specialized support for the Quality, Regulatory and Sterilization teams. The partnership was grounded in mutual trust and a shared understanding of the client's goals, which became especially important as they encountered challenges requiring specialized expertise—particularly in sterilization, where Actalent consultants introduced new capabilities to the facility.

As the client introduced new machinery, they required additional technical support to validate and maintain these systems. Actalent collaborated closely with internal teams to identify professionals with the right skill sets to help integrate these investments into production. This hands-on involvement not only helped streamline operations but also gave Actalent deeper insight into the client's environment. With this understanding, the team refined its approach to candidate selection, focusing on both technical qualifications and alignment with the client's collaborative, cross-functional culture.

The Results

The partnership has contributed to meaningful progress across several areas of the client's operations. By adopting a contract-to-hire (CTH) model, the client was able to streamline its screening process, reducing both time and cost—an important shift as the company expanded into new markets and prioritized product

delivery. Actalent also played a key role in launching the client's product in South America, helping to build a tailored program for this major market entry.

In addition to staffing, the collaboration has had longer-term strategic benefits. Actalent placed a diverse range of specialized professionals, including a regulatory affairs engineer, supplier quality engineers, quality engineers, validation engineer, sterilization engineer, microbiologist and quality manager. One engineer placed in the Sterilization team has since moved into a managerial role, now leading global initiatives focused on product quality. Of the 41 consultants placed, six have transitioned into permanent leadership positions, reflecting the alignment between the client's needs and the talent brought in. Regular check-ins, originally informal luncheons, have evolved into strategic discussions that continue to surface new opportunities for operational improvement.

The client has noted the quality of talent, ability to meet deadlines, and the positive impact on internal operations and revenue. Actalent is now a key partner, providing not only staffing support but also contributing to broader strategic planning and market insight.



Actalent®

actalentservices.com

©2025 Actalent Inc. All rights reserved.