

HEALTHCARE SECTOR FILL RATE IMPROVEMENT



One of the largest provider of allograft tissue in the United States was concerned about elevated net inventory levels and their order fill rate performance. Trindent was engaged to improve inventory practices and labor productivity.

HOW WE MADE IT HAPPEN:

Product Quality Improvement

- Improved flow of charts in the Quality Assurance and Packaging and Labelling processes increasing and improving consistency of throughput, decreasing labor cost/unit by 13.5%.
- Installed Chart Flow Tracking Tool cataloging and prioritizing charts at each step in the process.
- Implemented Error and Productivity Tracking Tools that resulted in 18% reduction in discard costs and 19% decreases in tissue quarantine levels.
- Implemented Sample Tracking Tools to decrease time spent locating samples.
- Installed quality check at the point of execution reducing the frequency and impact of errors through the use of immediate feedback loops to production staff.

Fill Rate Improvement

- Increased fill rates from 87% to 96%: implemented Safety Stock Tool to determine optimal stocking level for each SKU.
- Segmented tissue types as A, B, C product codes based on volume and strategic importance.
- Decreased post-processing cycle time by 21 days.

Error Rate Reduction

- 18% reduction in unusable inventory costs: implemented point of execution paperwork review to catch errors before they occur.
- Identified error tracking and weekly follow-up mechanisms to address error trends.

Workload Balance

- Established employee targets, removing performance barriers to reach production targets.

\$5,000,000
EBITDA IMPROVEMENT

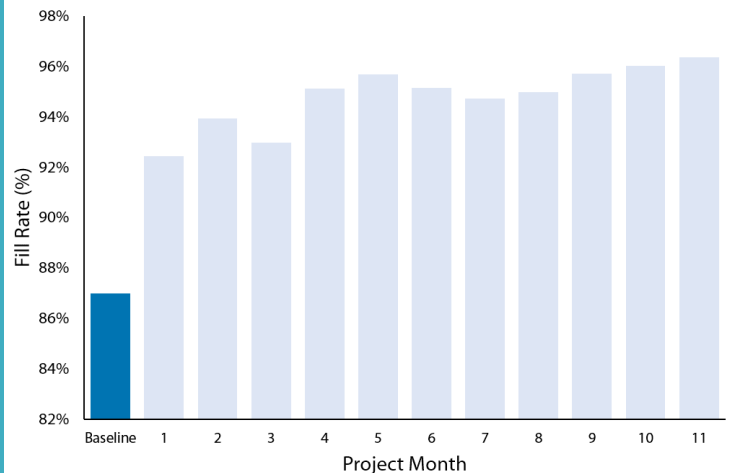


- Installed Workload Balancing Tools to reduce product cycle time variability, expedite process and further reduce efficiencies and interruptions in the production line.
- Achieved a 7% reduction in overtime hours by increasing visibility and accountability and realigning shift structure to labor requirements.

RESULTS:

The project delivered results in excess of \$5,000,000 in annualized EBITDA improvement for the client through better inventory practices and labor productivity. The project also increased the fill rate of customer orders from 87% to 96% through the implementation of planning and execution control tools.

9% Fill Rate Improvement



WE'RE HERE TO **MAKE IT HAPPEN™**. CONTACT US TODAY AT info@trindent.com.