MEDICAL INVENTORY & LABOR PRODUCTIVITY

HEALTHCARE CASE STUDY

TRINDENT CONSULTING
make it happen™

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

9%	**$5,000,000**	**7%**
IMPROVEMENT IN ORDER FILL RATE	**EBITDA IMPROVEMENT**	**REDUCTION IN OVERTIME HOURS**

HOW WE MADE IT HAPPEN

Product quality improvement
- Improved flow of charts in the quality assurance and packaging and labelling processes, improving consistency of throughput and decreasing labor cost per unit by 13.5%
- Installed chart flow tracking tool to catalogue and prioritize 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 using immediate feedback loops to production staff

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

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

"The Trindent team quickly identified and defined key issues across multiple groups and developed and installed pragmatic solutions that addressed the root causes of these issues. Since installation, Trindent has worked closely with us to ensure that the changes were sustained. These solutions have now been incorporated into our standard operating processes."

-President and Chief Executive Officer

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