MEDICAL DEVICE DISTRIBUTION OPTIMIZATION
HEALTHCARE CASE STUDY

TRINDENT CONSULTING
make it happen™

A U.S. distributor of dialysis supplies wanted to improve their on-time delivery performance and the resulting financial and patient satisfaction implications and engaged Trindent to optimize their operations over 14 distribution centers.

15%	**$4,300,000**	**7%**
INCREASE IN ON-TIME DRIVER DEPARTURES	ANNUALIZED SAVINGS	DECREASE IN MINUTES PER DELIVERY

HOW WE MADE IT HAPPEN

Optimized routing process and installed driver execution
- Installed real-time review of route performance via Driver Execution process and tracker
- Recorded route performance including driver starts, departures, returns and route adherence
- Conducted ride-along process to ensure fact-based observations of drivers' day-to-day activities
- Installed driver/router communication process and feedback loop
- Created process for tracking all non-fleet reason codes
- Updated dynamic service times to reduce routing buffers and utilize alerts to identify routing issues

Installed performance metrics and processes for sustainability
- Created dashboards to capture compliance to all processes
- Documented changes to create standardized, repeatable, scalable processes

- Installed Management Operation System that supports root-cause analysis and issue prevention
- Built system tools like daily Minutes Per Delivery calculator and tracker for real-time performance review
- Conducted Active Management Training and installed recurring meetings for performance discussion

Established warehouse staging and loading procedure excellence
- Installed shift startup review process and daily review meeting
- Created visual route staging and dock assignment processes
- Installed scrap and re-delivery tracking, including updating return goods authorization procedures to restock courier returns
- Documented truck loading guidelines, most notably training the warehouse to complete this task

"Trindent was able to work alongside all departments in a challenging fast-paced environment but despite the challenges related to scope and complexity was able to identify, prioritize, and implement changes within the organization to benefit our customers, employees and our bottom-line."

-Vice President, Supply Chain North America

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