

Medical Processor Integrates Business Systems Streamlined Picking & Shipping Boosts Efficiency

AT A GLANCE

CUSTOMER SNAPSHOT

- Biological Tissue Processor
- Medical Equipment & Supplies Industry
- Human Amniotic Tissue

RADLEY PRODUCTS

- QAD Integrated Data Collection
- FedEx Shipping Integration
- Integrated Labeling
- Hardware Solutions

PROJECT SNAPSHOT

- Operational Analysis
- Project Management
- Software Configuration
- Intermec Mobile Computers & Printers
- Label Configuration
- On-Site Training
- Technical Support

BENEFITS

- Eliminated Manual Data Entry
- Streamlined Inventory Picking
- Automated Pick Lists
- Integrated ERP, Labeling & FedEx Shipping Processes
- Compliance To Government & Industry Regulations
- Paperless Picking Process
- GS1 Compliant Labeling
- Real-Time Inventory Visibility
- Serial & Kit Picking

Customer Summary

A North American processor, marketer and distributor of human amniotic tissue. The company's products are used in a variety of reconstructive surgical procedures including durable soft tissue grafts. Manufacturing and distribution operations are based in the U.S.

Challenges

After implementing three separate database systems—QAD ERP, Labeling and FedEx shipping—they were seeking a way to integrate data processing between these systems. They also needed to streamline and add validation to their picking process.

- Warehouse contained **stacks of similar small containers**
 - Barcoding software was not capable of reading multiple barcodes stored together
- Inefficient Inventory picking; **workers performed multiple steps across three systems**
- FedEx shipment information was not integrated to QAD
- Workers needed to **constantly stop order picking** to allocate inventory, slowing the shipment process
- There was **no validation** for parts with serial number leading to errors in shipments.
- Industry and government **regulations** required an FDA validated software solution
- All inventoried items were required to have a **Certificate of Conformance**
- Updating inventory and shipment data in QAD required **multiple steps and significant time** spent by managers.

Solution

The company required a flexible solution that would allow them to streamline order picking and shipping, while integrating with QAD and FedEx. The company decided on a phased implementation. For the first stage of the Radley implementation, they wanted to focus on Picking & Shipping. To streamline their order picking process and address the inefficiencies in their workflow, Radley suggested its Data Collection solution combined with Integrated Labeling and FedEx interface.

- Picking
 - Users are directed to pick sales orders by ship date and priority of product that is available to ship
 - Restrictions and specific customer rules for picking are enforced automatically:
 - Clinical trial orders
 - Customers who will not receive product that has an international return
 - Expired product
 - Customers who require additional days for expiration
 - Multiple users are allowed to pick by allocating product in the process of being picked
 - Support picking of kits
 - Ability to unpick and un-allocate product during the picking process
- Shipping
 - Ability to group multiple sales orders into one FedEx shipment
 - Validations of FedEx shipment methods and FedEx addresses
 - Update ERP system with FedEx shipping number
- Labeling/Shipping Documents
 - Support picking/printing of GS1 barcoded product
 - Upon completion of the sales order shipment, additional shipping labels are printed (if required), a pack list is printed, certificate of conformance is printed, customer shipping letters (if required) and the interface to FedEx is processed
- Compliance
 - Software validation, documentation and testing as part of Radley's consulting service

Results

"Efficiency is through the roof," said their Director of Information Technology. Radley's automated integrated data collection solution allowed them to reduce manual tasks and automate processes to increase productivity in their warehouse. The implementation of Radley's software solutions helped to eliminate nearly all of the manual data entry for the picking and processing of orders and saved hours of wasted time. Real-time visibility was gained into inventory, including serial numbers. Part and material movement is streamlined using scanning hardware.