



WAREHOUSE COUNT FOR NEW ONLINE ORDERING SYSTEM

Case Study: Warehouse – Healthcare Provider

A healthcare provider introduced a new online ordering tool for hospitals which linked back to the warehouse distribution, and needed to **ensure stock on hand levels were accurate** when viewed by users

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A large healthcare provider in Australia, committed to ensuring all customers have access to a range of public healthcare services aimed at achieving good health and well-being, required the support of RGIS. Through a network of 16 hospital and health services, the healthcare provider delivers a range of integrated services including hospital inpatient, outpatient and emergency services, community and mental health services, aged care services and public health and health promotion programs.



REQUIREMENT

The healthcare provider introduced a new online ordering tool for hospitals which linked back to the warehouse distribution, and needed to ensure stock on hand levels were accurate when viewed by users, so required RGIS to provide the following:

- Support with the **stock levels for an online ordering tool** for hospitals
- **Warehouse full stock count** as it was directly linked to the online ordering tool
- Two warehouses to be counted and **variance checked**
- **Bin locations to be identified** within the reporting
- Data to be loaded to **WMS**
- Counts could only be **completed at the weekend**



SOLUTION

The healthcare provider partnered with RGIS to complete the **warehouse count linked to the online ordering tool project**, and provided the following:

- Scheduled a team of **35 experienced RGIS auditors**
- One team of 25 RGIS auditors counted the Brisbane warehouse
- One team of 10 RGIS auditors counted the Townsville warehouse
- Identified that there was no functioning bin location system in place
- **Printed and affixed 8,000 bin locations** for this and future warehouse counts
- For each pallet, a Handling Unit Number (HUN) and bin location was reported
- Used scissor lifts and wave machines for **counting high level stock**



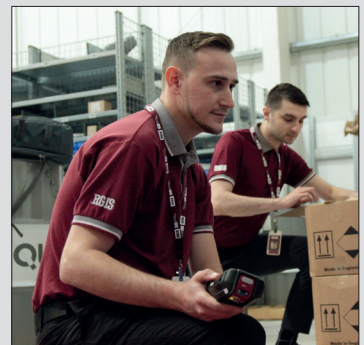
RESULTS

The healthcare provider found that by outsourcing the **warehouse count linked to the online ordering tool project** to RGIS, the following was achieved:

- Counted **8,000 bin locations and 3,300 palletised locations**
- **Over 98% accuracy** was achieved by the RGIS team
- **Completed full warehouse count with variances** within the time frame given
- Product master file was updated with more pack detail and shelf tags placed in each bin location with a pack pick quantity – this has **reduced stock shrink**



By partnering with RGIS, the healthcare provider found that the **online ordering tool** had **accurate stock on hand levels** when viewed by users and **reduced stock shrink** due to the product master file being updated



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Warehouse Audit



Variance Reports



Accurate Data



Accuracy of

98%

Achieved

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