

Distribution center for medical equipment

Characteristics of clients' industry

- Approval and certification from government authority is necessary according to industry and group classification (I~IV) to comply with pharmaceutical law regulations
- Items need to be controlled according to lot numbers, (some are serial numbers), expiry dates and temperature, etc.
- Medical equipment require high-quality distribution
- Distribution services are fragmented according to different areas of medical treatment and government classification

Challenges

- Distribution firm with special experience is required for managing Business Process Outsourcing(BPO)
- Staff such as technicians need to be deployed
- Factors such as traceability must be in line with pharmaceutical law
- Need for operations that enable high quality distribution

Suzuyo's solutions

- Getting the license from Ministry of Health, Labour and Welfare for medical equipment manufacturing (labeling, packaging and storage)
- Staffing of technicians, meeting requirements on equipment and structure, setting up a quality management system (QMS)
- Proper handling of incoming and outgoing goods, setting up point of contact for inquiries in case of trouble
- Specialist work such as loaning and inspecting returned products
- Providing work to distribute other products such as for promotion and those displayed at academic meetings

Results

- Enhanced efficiency through outsourcing work in one package from shipping to market distribution
- Manpower costs of technicians can be calculated as variable costs
- Better quality in distribution services due to QMS
- Speedy response in the event of delivery trouble

