



# HEALTHCARE AUDIT ACROSS NORTH AND SOUTH AMERICA

**Case Study:** Healthcare – Pharmaceutical Company

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## Case Study: Healthcare – Pharmaceutical Company

A pharmaceutical company that develops medical devices, pharmaceutical, and consumer packaged goods, required the support of RGIS. The company strives to improve access and affordability, create healthier communities, and put a healthy mind, body and environment within reach of everyone, everywhere.



### REQUIREMENT

The company were using paper and pen to conduct the internal audits. The pharmaceutical company's district managers performed random inventory inspections with the sales people spread out geographically. It required frequent travel by the district managers to complete the internal audits. The customer wanted their district managers to focus more on core duties rather than inventory audits.

The pharmaceutical company needed a solution to create a **more efficient and cost-effective process of auditing the stock levels**, so required RGIS to provide the following:

- **Global coverage** to be able to attend all sites across North and South America
- A more **efficient and cost-effective process** specifically designed for the customer
- RGIS auditors to carefully **follow special procedures and regulations**



### SOLUTION

The pharmaceutical company partnered with RGIS to complete the **healthcare audit project**, and RGIS provided the following:

- RGIS scheduled **healthcare audit specialists in all 50 states and Puerto Rico**, saving the customer money that was previously spent on travel
- RGIS teams **implemented a new program**, including digital data transfer with **real-time results**
- The customer was able to **capture electronic signatures** via the RGIS handheld device



### RESULTS

The pharmaceutical company found by outsourcing the **healthcare audit project** to RGIS, the following results were achieved:

- The pharmaceutical company gained an **experienced inventory and inspection partner**
- The customer was happy with the **new inventory program**
- **Accuracy levels were improved**
- Data collection was **more reliable and available** to headquarters faster
- The **cost of auditing sales representatives decreased**, while inspection frequency and quality increased
- **Local RGIS healthcare specialised auditors were utilised**



By partnering with RGIS, the pharmaceutical company found that **data collection was more reliable and available to headquarters faster**, the cost of auditing sales representatives decreased, while **inspection frequency and quality increased**



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