



# MEDICAL DEVICE AUDIT

**Case Study:** Healthcare – Medical Device Manufacturer

A medical device manufacturer needed an **audit across multiple hospital locations to identify the location of all stock**, after acquisitions resulted in rapid expansion and a mixing of corporate cultures

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## Case Study: Healthcare – Medical Device Manufacturer

A global medical device manufacturer that is a leading provider of innovative technologies for the treatment of atrial fibrillation (Afib) and related conditions, invests in innovation, clinical science, and education to focus on improving lives for its patients worldwide. Headquartered near Cincinnati, Ohio, with more than 650 employees worldwide, the global medical device manufacturer sells products in more than 80 countries and holds 138 patents.

### REQUIREMENT

The medical device manufacturer needed a solution to audit all **stock across multiple locations**, as stock passed between customer hospital locations and between sales reps, making it **hard to track**.

The medical device manufacturer required RGIS to provide the following:

- **Experience** within a healthcare environment
- **National coverage** to cover all locations
- Recommendations of process change to **track stock**
- Have an understanding of **tracking stock across different locations**

### SOLUTION

The medical device manufacturer partnered with RGIS to complete the **medical device audit**, and provided the following:

- **Experienced RGIS teams** determined the cause of the **post-acquisition problems**
- RGIS designed a **specialised certification program**, utilising healthcare inventory specialists across the country
- A central **RGIS scheduling team** and a single point of contact resulted in **efficient and organised audits**

### RESULTS

The medical device manufacturer found by outsourcing the **medical device audit** to RGIS, the following results were achieved:

- RGIS determined that **ineffective tracking and inconsistent data entry** were the main causes of the customer's issues
- With new technology and tracking procedures, the stock was **easily tracked across locations**, giving **greater visibility** to each account's daily inventory status
- Sales reps could spend time with clients rather than on inventory audits or counts, and still have the correct stock available for each client case

By moving away from an in-house approach, the customer was able to **solve inventory tracking problems**. The process became **more efficient**, and employees were able to stay focused.

By partnering with RGIS, the medical device manufacturer found by moving away from an in-house approach, they were able to **solve inventory tracking problems**



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Medical Device Audit



Information Gathering



Identified Issues



Accurate Reports



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