



# OPERATIONAL AUDIT OF SURGICAL EQUIPMENT SUPPLIER

**Case Study:** Operational Audit – Medical Equipment Distributor

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## Case Study: Operational Audit – Medical Equipment Distributor

An innovative company with more than 20 years in the healthcare market, dedicated to the distribution of medical equipment and devices required the support of RGIS. The medical equipment distributor has the representation of prestigious brands worldwide, and manages a wide commercial line in healthcare products, providing solutions to patients and medical centres. Specialties include cardiology, spine, radiology, neurology, neonatology, vascular, diabetes, infection control and surgical support.

### REQUIREMENT

The medical equipment distributor needed an **operational audit** to identify how to **reduce order turnaround time**, and to **identify the correct product storage** dependent on sales and rent behaviours, so required RGIS to provide the following:

- **Full operational audit**
- **Reports** of all findings to be provided within three weeks
- **Identify issues** in the delivery process
- **Audit the correct product storage** dependent on sales and rent behaviours

### SOLUTION

The medical equipment distributor partnered with RGIS to complete the **operational audit project**, and provided the following:

- **Conducted interviews** at the distribution centre
- **Analysed process diagrams**
- **Evaluated** paper trail from customers
- **Documented** all findings in a final report

### RESULTS

The medical equipment distributor found that by outsourcing the **operational audit project** to RGIS to complete, the following was achieved:

- **Audit report was completed** within the given time frame of three weeks
- The **procedural recommendations** provided for the distribution centre will have a **positive increase in vital factors** such as:
  - Efficiency
  - Effectiveness
  - Order
  - Cleanliness
  - Health and Safety

By partnering with RGIS, the medical equipment distributor had a **full written audit report** of operational procedures which enabled them to **improve efficiency, delivery times and cleanliness** within the distribution centre



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Operational Audit



Information Gathering



Identified Issues



Accurate Reports



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