



# UPS Healthcare

Quality Focused. Patient Driven.

## What Our IMD Solution Means for You



A large implantable medical device customer grew rapidly through acquisitions, but it created supply challenges.

### Problem

#### **A C-SUITE PROBLEM**

The CFO saw rising inventory on her balance sheet, and write-offs increased on the income statement.

### Goal

#### **INCREASE CONTROL AND VISIBILITY WITH OUTSOURCING**

UPS worked alongside the supply chain and commercial team to identify field inventory for a pilot.





**>> Step 1  
PLANNING THE SUPPLY CHAIN  
OPTIMIZATION**

**Baxter Planning** developed models for inventory to balance in-customer and out-sourced to UPS inventory distribution.

**>> Step 2  
DEFINE QUALITY STANDARDS**

UPS worked with the customer's QA and supply chain team to document and train on their products, SOPs, and quality standards.

**>> Step 3  
CHANGE MANAGEMENT**

**WebOps** ensured the commercial team was enabled with full visibility to their kits—and tied in surgical schedules.

**>> Step 4  
TESTING THE SOLUTION**

Product moved to the UPS healthcare compliant facilities in major metros, which were delivered per sales reps specifications to the sterilization department.

**>> Step 5  
IMPLEMENTING THE WIN-WIN**

The solution received “thumbs-up” audits from the client's quality and commercial teams—and even the surgeons that received timely, custom-outfitted kits.

**A C-Suite Result**

**UPS'S IMPLANTABLE MEDICAL DEVICE SOLUTION ADDED:**



**Newfound  
visibility** to the  
supply chain



**Optimized and positioned  
inventory** across our integrated  
network of healthcare Forward  
Stocking Locations and  
Healthcare Distribution Centers



**Created time**  
for sales reps  
to grow sales