

**Enhancing speed and accuracy**  
*across inventory processes*





### *UPL Biomedical Lab, Taiwan*

**The facts:** Clinical lab providing testing services to more than 1,000 clinics and small hospitals in Southern Taiwan

**The people:**

Lin Hsiung-yun, Team Leader at UPL, responsible for operations and quality management

**The solution:** Roche Inventory Solution (RIS)

**The aim:** Solve logistical challenges; replace paper-based processes; reduce error rates in stock taking and inventory control

**The outcome:** Stock taking 50% faster and significantly more efficient

**UPL is an independent, ISO15189-certified biomedical laboratory located in Southern Taiwan. It serves over 1,000 specialist clinics and small hospitals in the region. For the past 10 years, the lab has focused on clinical chemistry, immunology testing, molecular services, urine microcopy and other biomedical fields.**

UPL aims to provide the fastest and most accurate results possible to physicians in the local area, helping to accelerate and enhance patient care.

To fulfil its quality objectives and ensure rapid turnaround times, UPL relies on a high number of consumables, including reagents required for processing samples. Managing, storing and ordering these items places a strain on resources. To master the challenges associated with this, the lab has introduced a dedicated inventory management tool, RIS. Since its implementation, RIS has helped staff streamline and speed up inventory management, enabling them to focus on their core tasks.

**A demanding environment**

As one of the largest medical testing laboratories of its kind in the region, UPL faces significant pressure to deliver accurate results fast. Healthcare professionals and patients across a wide geographical and clinical base rely on timely support. To this end, the lab pledges to provide high-quality testing services, follow efficient procedures, ensure customer satisfaction, and deliver the majority of results within one working day. And it endeavors to fulfil these aims every time.

Currently, around 90 percent of tests can be processed within this 24-hour period. But meeting these ambitious time and quality targets is no mean feat for UPL. Team Leader Lin Hsiung-yun explains, "We face major challenges with the logistical management of test reagents."

**Meeting ambitious time and quality targets takes efficient management of reagent logistics. That's where RIS helps.**





**Lin Hsiung-yun and a member of her team look at inventory lists together using the RIS user-friendly interface**

In the past, we relied heavily on manual work and paper-based processes, but this took a lot of effort and manpower. What's more, sometimes staff failed to record the outgoing stock correctly which led to unbalanced inventory."

While implementing the Roche CCM system for their existing cobas lab equipment, Lin Hsiung-yun and her team learned about another Roche product, RIS. After careful evaluation, they decided to introduce the inventory management tool with a view to easing the logistical burden, eliminating errors and generally optimizing inventory control across the lab.

**Meticulous implementation in line with needs**

Lin Hsiung-yun and her colleagues wanted a simple solution that could help them reduce waste, by optimizing expiry date management and streamlining outbound inventory processes across all departments. "We wanted convenient, transparent stock-out operations in order to properly control the lab's inventory and ensure we can send out the correct orders," she explains.

Based on what they had heard about RIS, UPL decision-makers were confident the solution would be a good fit for their requirements. Ahead of go-live, Roche

professionals were on-site and on-hand to answer questions and facilitate a smooth transition to the new system. Every detail was meticulously checked at a final meeting before installation.

During the implementation phase, all reagents and Roche consumables were carefully entered into the system. Once these items had been captured, UPL staff began logging products from other vendors. Since RIS uses standardized barcode technology and easy-to-use handheld readers, integrating and managing third-party consumables is simple and requires no additional software or effort.

*"The automatic order list email reminder has improved the situation of missed orders and allows us to control the orders and the shelf-life of the reagents at hand earlier."*

*Lin Hsiung-yun,  
Team Leader, UPL*



**Reduce complexity**

intuitive, automated inventory administration; third-party integration; no need for RFID tags or WiFi coverage

**Gain control**

configure multiple sites and segments; define and adjust minimum and maximum inventory levels; manage product expiration

**Do more with less**

simplify lab management; eliminate manual stock taking; leverage existing infrastructure – no need for RFID workarounds

**Elevate the value of your decisions**

increase confidence in managing stock; gain insights into consumption and identify patterns; integrate with Excel for further reporting and analysis



**Lin Hsiung-yun scans a box recently unloaded from a delivery**

**Significantly reduced effort**

RIS helps labs better manage their inventory processes without needing to adjust existing infrastructure. Moreover, the system is simple to use and requires little education effort. Lin Hsiung-yun recalls: “The Roche team provided us with a training program to guide users on how to use the interface helping them get the most out of the tool.” Now, thanks to RIS, UPL has streamlined ordering, forecasting, consumption monitoring, expiration, delivery and storage for the vast number of consumables required each day.

As Lin Hsiung-yun explains, “Previously, our stock-in process would take around 3 or 4 hours and require two employees. Now, with RIS, it takes half this time and only requires one member of staff. This represents a huge saving for UPL.”

In addition, to reducing time, the lab has also improved accuracy in terms of stock. Lin Hsiung-yun continues, “Since we switched to RIS, actual usage in the lab matches up with our inventory listings.” As a result, team members perform fewer manual checks because they can rely on the stock lists being accurate.

**Enhanced efficiency**

UPL is very happy with its new system and the benefits it delivers. By cutting the time spent on managing inbound stock in half, the lab has freed up capacity to focus on other areas. This means employees can dedicate more of their working day to performing value-added tasks and meeting UPL’s ambitious quality standards.

*“During the stock-in process, the time spent is cut by 50%, and we can move one employee to work on other tasks. That is the best part, and we are very happy with it now.”*

*Lin Hsiung-yun,  
Team Leader, UPL*

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