



ORGANISATION AND LABELLING OF RETURNED PRODUCTS IN WAREHOUSE

Case Study: Supply Chain – Pharmaceutical Manufacturer

A pharmaceutical manufacturer needed a solution to **count and organise returned products** that had been accumulating in one of the main warehouses

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A Mexican pharmaceutical manufacturer founded in 1941, produces and manufactures pharmaceutical, OTC, oncological and veterinarian products in Latin America. The pharmaceutical manufacturer has around 7,000 employees and subsidiary companies in Argentina, Chile, Colombia, Ecuador and Peru.



REQUIREMENT

The pharmaceutical manufacturer approached RGIS because there was a large quantity of rejected products accumulating in one of the distribution centres in Mexico. There was no information held internally about the products, so the customer required RGIS to provide the following:

- **Count all products within a specified area** of the distribution centre
- Obtain information about **product condition and expiry date**
- **Sort products** into the relevant laboratory
- All data to be captured and **reported electronically**
- Adhere to current **COVID-19 guidelines**



SOLUTION

The pharmaceutical manufacturer partnered with RGIS to complete the **organisation of returned products project**, and provided the following:

- RGIS scheduled a team of **10 experienced auditors** for eight weeks on 10-12 hour shifts
- **Relocated largest boxes** to a specific area to sort
- RGIS auditors worked alongside warehouse staff, **removing items from boxes and scanning all products** in the boxes
- **All data was captured** for each product including expiry dates
- Products were then **repackaged and boxes were clearly labelled** with the contents
- A number was assigned to each box, so that within the electronic files there was the **information of the products inside the boxes** as well as the box numbers per pallet
- Once all boxes were counted and data captured, they were **placed in pallets and racks**



RESULTS

The pharmaceutical manufacturer found by outsourcing the **organisation of returned products project** to RGIS, the following results were achieved:

- Accurately counted a **total of 3.4 million items**
- The situation evolved from boxes piled in rooms with no access to them and no information of the content, to DC organisation with **products on pallets, identification on the carton boxes and data on the content of every single carton box**
- The customer was **very happy with the performance** and asked RGIS to do the inventories of **another two sections of their new distribution centre**



By partnering with RGIS, the pharmaceutical manufacturer had all the **3.4 million returned products properly organised, labelled and easily identified on the system**



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Product Organisation



Expiry Date Checking



Repackaged Stock



Collaborative Approach



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