

# OPTIMIZATION OF LOGISTICS FLOWS IN A HOSPITAL

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Our client is **one of the largest hospital complexes in Europe**, with a dozen sites spread over several km<sup>2</sup>, different care locations covering all medical specialties, thousands of employees working day and night, 365 days a year to treat more than 1/2 million patients.

## CONTEXT

It was in a **period of transition** that the Director of Operations contacted us.

Indeed, the hospital complex has taken the decision to **optimize the distribution chain of meals to patients** by investing in new transport carts between the kitchens and the care units, which best preserve the quality of the food served.

In this context, Such Consulting was commissioned to optimize and stabilize distribution flows prior to the introduction of these new carts.

## OUR ROLE

The approach chosen to meet the client's needs consists of 4 steps:

1. Diagnosis of the current situation
2. Projection of the future situation
3. Flow optimization
4. Implementation of the new process and documentation

## RESULTS

- **27% increase in productivity:** allowing to absorb the complexity related to the introduction of new transport carts without increasing resources
- **Elimination of activities with no added value:** the use of Lean Management concepts and tools has enabled us to identify "wastes" throughout the distribution chain and eliminate them when designing the future process.
- **Support in the implementation of new process :** sharing the approach with employees and creating the implementation plan