

# Zimmer Holdings, Inc.

## Global Medical Equipment Manufacturer

### RES Creates RFID System for Zimmer Ohio

#### Overview

**Zimmer Ohio**, a branch of **Zimmer Holdings, Inc.**, is a company that specializes in the development, maintenance, and distribution of orthopedic reconstructive, spinal, and trauma devices, dental implants, and related surgical products. One of the services provided by **Zimmer** is the assemblage of surgery cases for hospitals, surgery centers, etc. These cases consist of devices, implants, and instrument trays, which contain the tools and other pieces specific to each individual surgery.

Previously, when a surgery request form was received from a client, the surgery cases had to be manually assembled, scanned, and processed upon exit and return. This included a visual inspection for accuracy by a trained employee on the entire surgery order, as well as each individual instrument tray, before being sent out. It was the employee's responsibility to determine whether there were any missing, extra, or expired instruments in each tray, a job which demanded that the person know the appropriate contents of all the various tray types. Additionally, because all instrument trays and some products were returned after usage by the customer, the entire manual process needed to be completed again upon intake.

#### Challenges

- All processes were done manually, requiring a great deal of manpower and leaving the potential for inaccurate cases and trays being delivered to their clients.
- A large amount of knowledge was needed to complete the visual checks upon equipment exit and return from **Zimmer's** distribution center. The position required that the employee have extensive experience and instruction, costing the company both time and money.

Solutions: RFID Scanning Portal, Scale System  
RES Software: AIMS



John C Reese, PMP  
**Zimmer Ohio**

“**RES** provided us with a solution that took us from 98% accuracy with manual inspections to one nearing Six Sigma. And, we were able to remove much of the non-value added work from our fulfillment processes. With the implementation of **RES's** end to end solution, our ROI was achieved in record time.”



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### Solutions

**RES** was able to address **Zimmer Ohio's** accuracy issue with their **AIMS** software and with the invention of a large scanner, or "portal," in which entire surgery case loans could be rolled into, scanned, and verified. With this advanced system, customers' surgery request forms are first loaded onto **AIMS** from **Zimmer's** scheduling software. Then, a surgery case is placed on a loan and rolled into the portal, where it is scanned and compared against its corresponding surgery list within the **AIMS** application. Within seconds of being scanned, the inventory specialist is alerted to any missing items, expired items, or extra items on the surgery case loan, eliminating the chance of surgery case discrepancies.

Another innovative solution developed by **RES** involved **Zimmer Ohio's** scale system. **RES** realized the limitations of the original case and tray visual inspection operation; as a result, **RES** created a scale solution that improved the accuracy of the case/tray contents to 100%. This state-of-the-art method begins by attaching a small RFID tag, with its own unique RFID number, to a verified instrument tray. Once placed on the scale, the **AIMS** software weighs the tray, takes a picture of its contents, and scans the RFID tag. An employee then enters the tray's identification number and commits its information into the database, linking the specific RFID number to the tray's barcode.

These easy steps lead to an even more effortless and accurate weigh-in. Simply place the instrument tray on the scale and click a button; the tray's information then displays itself on the screen. If the weight is accurate, the screen flashes "pass" in green. If the weight is off, the word "fail" appears in red. In addition, the pictures allow an accurate visual point of comparison for the inventory specialist. The staff is able to see what is missing and correct the issue, or, if no correction is needed, recommit the tray and leave a comment...job done!

### Ongoing Benefits

Since its collaboration with **RES**, **Zimmer Ohio** has experienced accuracy and efficiency like never before. The new system has made their unreliable, labor intensive processes obsolete.

- Surgery case accuracy is now at 100%. Consequently, product inventory accuracy on their shelves has increased as well.
- ROI measured in weeks. The new user friendly system has resulted in three hours of time savings per inventory specialist per day, a 37% productivity increase!

## Contact us today to schedule your consultation!

### RES Americas

94 N High Street  
Suite 170  
Dublin, OH 43017 USA

### General Inquiries:

### RES Europe

Buyukdere Cad, No 108-1 Kat 9  
Esentepe Mahallesi  
Sisli, Istanbul, Turkey

☎ (765) RFID RES

### RES Middle East

Makhfeya Street  
Abu Raed Bldg, 2<sup>nd</sup> Fl  
Nablus

✉ sales@resrfid.com



[www.resrfid.com](http://www.resrfid.com)

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