



Case Study: Integrating Upstream And Downstream Visibility To Improve Product Availability



Charles Abbinanti
President
Dukal Corporation

Over 30 years in healthcare product development and supply chain management

Accelerated Product Innovation

Connect, Collaborate and Commercialize

Supply Chain Risk Mitigation

Monitor, Resolve and Improve



HEALTHCARE SOLUTIONS

Dukal is working with healthcare professionals around the world in **manufacturing and supply chain solutions**, to mitigate disruptions that impact business and patient health.

Inflation and reimbursement

While product costs inflate, reimbursement rates are not

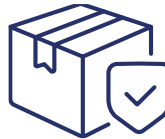


We strive to build **long term partnerships by understanding your needs, customizing solutions, and delivering value.**

We serve the entire continuum of care with more than **3,000 products** and long-term partnerships with distributors and health systems across the country.

Failures in the supply chain

Creating backorders, delays, and procedure cancellations



Through advancements in **supply chain innovation** and automation we're mitigating disruptions and building a supply chain that's intelligent and proactive, **to ensure our customers have what they need, when they need it.**

Increasing quality standards



Industry-leading knowledge of quality and regulatory compliance requirements continues to differentiate us, our experienced global team **ensures product compliance and specification requirements.**





What is Dukal InSight™ Supply Chain Solutions?

- ✓ Enhanced supply chain system providing end to end visibility
- ✓ Advanced product assignment through system linking of specific inventory to customer orders
- ✓ Real-time transparency of order status automatically shared with customers
- ✓ Identify and overcome disruptions before they impact business or patient health



Item #	Description	Order Date	Planned Delivery Date	Current Milestone	Status
TNC3293	Cloth Tape 1x10yrd	8/9/2023	8/11/2023	Stock Available At DC	On-Time
CI10	Toenail Clipper	6/7/2023	8/23/2023	Departed - In Transit	On-Time
TB5118	Toothbrush, White	8/5/2023	10/06/2023	Factory Production	Late
BA02	Baby Oil, 2oz	8/9/2023	8/18/2023	Stock Available At DC	On-Time
886-250	PVP-1 1 oz Solution	8/9/2023	8/21/2023	Departed - In Transit	On-Time
1075413	Glitter Bdg 3/4"x3"	8/10/2023	8/15/2023	Stock Available At DC	On-Time

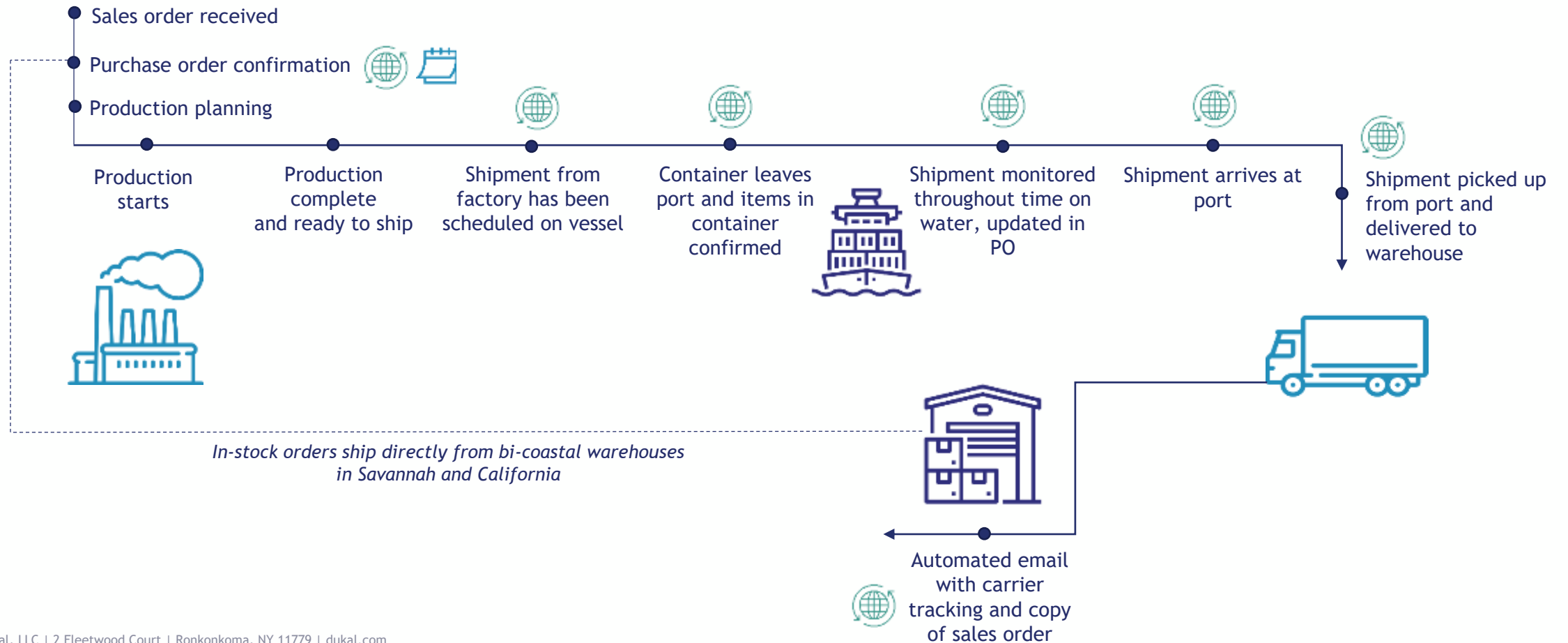


End-to-End Visibility

Through advancements in supply chain management Dukal provides customers with clear oversight of their products process in both development and transport.

 Delivery date assigned

 Electronic Data Interchange



Dukal | InSight™

Order Tracking Update

[[Company+Information]Name],

As part of our ongoing commitment to innovate global supply chain operations with intelligent visibility from point-of-purchase to delivery, please find your weekly order tracking report attached to this email.

Report includes current order milestones for all open orders, as of [report date].

Order Milestone	Milestone Explanation
Sales Order Received	Your order has been received and has been entered into our system.
Production Planning	We're preparing your item for production.
Factory Production	Your item is currently in production.
Departed Port of Origin - In Transit	Your item has been loaded on the container ship, and is currently on the water.
Arrived at US Port	Your item has arrived at a US port. At this point your order will be delivered to our distribution center or shipped directly to your dock.
Arrived at DC	Your item has arrived to the distribution center and is currently being unloaded.
Stock Available at DC	Your item is in-stock at our distribution center.
Sales Order Picking at DC	We're currently picking your order at our distribution center and preparing your shipment.
Shipped to Customer	Additional tracking information will be available when shipped via Geodis, or your preferred vendor.

Need more info? Connect with our customer service team.

Order Milestone	Milestone Explanation
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Stock Available at DC	Your item is in-stock at our distribution center.
Sales Order Picking at DC	We're currently picking your order at our distribution center and preparing your shipment.
Shipped to Customer	Additional tracking information will be available when shipped via Geodis, or your preferred vendor.



Item #	Description	Order Date	Planned Delivery Date	Current Milestone	Status
TNC3299	Cloth Tape 1"x10yd	8/9/2023	8/11/2023	Stock Available At DC	On-Time
C110	Toenail Clipper	6/7/2023	8/23/2023	Departed - In Transit	On-Time
TB5118	Toothbrush, White	8/5/2023	10/06/2023	Factory Production	Late
BA02	Baby Oil, 2oz	8/9/2023	8/18/2023	Stock Available At DC	On-Time
886-250	PVP-I 1 oz Solution	8/9/2023	8/21/2023	Departed - In Transit	On-Time
1075413	Glitter Bdg 3/4"x3"	8/10/2023	8/15/2023	Stock Available At DC	On-Time

How do customers use their order tracking report?

- Recipients can upload their report to their database to allow for cross-functional access, analysis, and evaluation
- The report can also be distributed internally to further educate employees on product progress and availability



External Feedback

40% have experienced a 5X or greater improvement in:

- end-to-end supply chain visibility
- lead time estimation
- accessibility to order status on all open orders
- certainty of product availability, of delivery estimates, of actual delivery
- ability to anticipate and correct disruptions

Internal Feedback

70% have experienced a 5X or greater reduction in:

- supply chain inquiries
- speed of order correction or response to disruption, improving work efficiency





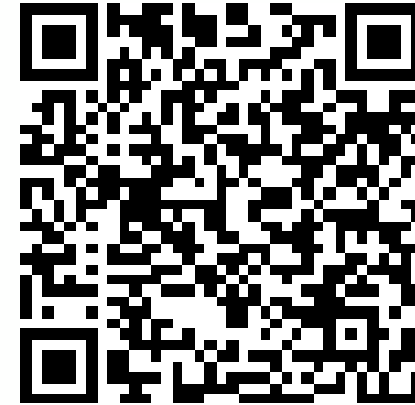
By end of 2024 we will be launching Dukal InSight™ for forecasted demand

Providing visibility to your product before an order is even placed





To learn more visit dukal.com



Scan and download Dukal's
Risk Mitigation Brochure





LEARNING
CENTER

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For more information on healthcare supply chain resiliency and visibility, visit <https://www.hida.org/visibility>