



## Medical Technology Product Manufacturer Smooths the Wrinkles out of Customer Order Shipping Process

**Company:** Artes Medical, Inc.  
**Facilities:** San Diego, California  
**Operation:** Life Sciences Manufacturer

Artes Medical, Inc is a publicly traded, San Diego-based medical technology company focused on developing, manufacturing, and commercializing a new category of permanent aesthetic injectable products for the plastic surgery, cosmetic surgery, and dermatology markets.

**The Challenge:** As Artes Medical grew, it wanted an Integrated Customer Order Pick & Ship Solution that would provide more accurate order fulfillment. Previously, after Customer Orders were entered, a list of orders scheduled for shipment and a separate list of available finished goods inventory were printed, and the orders to ship were manually chosen. Then a printed copy of each chosen order’s pick list was printed, product was picked, and the picklist was manually marked to indicate which lot-controlled inventory was picked. After the picking was completed, the picks were manually typed into the MFG/PRO Sales Order Shipping program [7.9.15].

**The Solution:** Dave Dezan, former Artes Medical’s Director of Supply Chain & Manufacturing, said that the most important criterion for the new Pick & Ship solution was that it be accurate. Accurate picking would result in accurate customer shipments, and accurate inventory.

RF/BAR Sales Order Pick Screen-shot

```
Artes RF/BAR SO Pick
SO#: 82409 Ln: 1
Due: 08/27/07
P/N: ST0501
Opn: 5 Pkd: 5
Site: 100
Locn: 500
Lot#: F071049
LQty: 5
Part: ST0501
Lot#: F071049
Expy: 03/31/08
```

Simplifying Software’s RF/BAR Sales Order Pick & Ship program, like all RF/BAR products, was customized specifically for the Artes environment. At the heart of the new process, RF/BAR uses Artes’ bar-coded product labels, where all item identification information (Product + Lot + Expiry + Quantity) is combined into one bar-code that uniquely defines the picked product. The sales orders in “Picked” status, and the available finished goods inventory, are combined to dynamically display on-screen the customer orders eligible for immediate shipment. Newly entered (rush) orders are immediately included. Any customer orders that are currently being picked by others are excluded, so orders are not double-picked. Once an order has been chosen to pick, the picklist for the order is displayed, one order line at a time, at the top of the screen. The scanned product bar-code data is displayed at the bottom of the screen, to assure that the pick matches the picklist.

**The Result:** Dave Dezan reported that “customer order shipping cycle time was 13 minutes before implementing our RF/BAR Shipping program. After we implemented RF/BAR, our order cycle time is 5 minutes. We were looking for the assured accuracy from RF/BAR, so the cycle time improvement was a happy surprise.”

Joevert Gangoso, Supervisor of Artes’ Logistics and Distribution, added that “since implementing RF/BAR we have more than doubled our shipping capacity using the RF/BAR Shipping program. As a company operating under scrutiny of the CFR and cGMP regulations, Simplifying’s RF/BAR team’s flexibility and ongoing support of our new ‘smooth shipments’ process met our requirements and made the implementation and validation of bar-coding (as an extension to our QAD ERP system) an ease.”

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