

IMPROVE TRACEABILITY AND DOCUMENT CONTROL FOR DEFECTIVE PRODUCT REPORTING



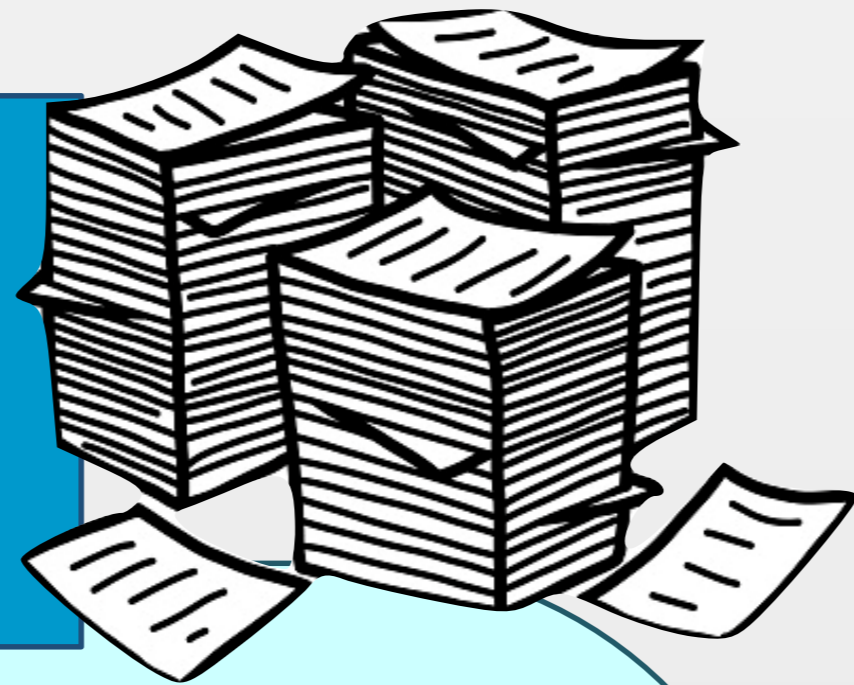
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Introduction

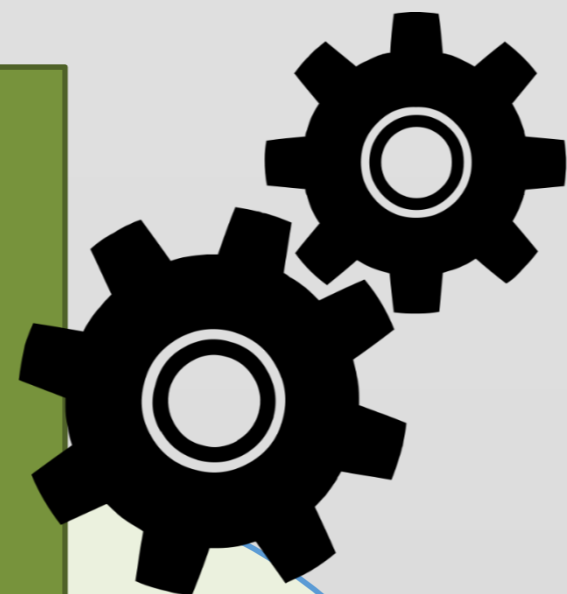


With the increasing number of defective product reports between 2019 to 2022, it became tedious to trace and record the respective reports. The forms and products are also accumulated on the staff desk's causing untidy work environment.

Objectives:

- To improve the traceability of defective product reports, reduce the time required to sort out hard copy forms and products
- To eliminate creating an untidy work environment.

Methodology



Develop an email template for end users to submit the necessary product details to store before handing over the defective item.

Item Description:	MAGNESIUM TRISILICATE MIXT BP
Quantity:	1 BOT
Batch No.:	23048
Expiry date:	10/2025
Date of report:	13/06/2023
From where:	SOC

Allocate a segregated location for end users to submit new defective products in pharmacy store.

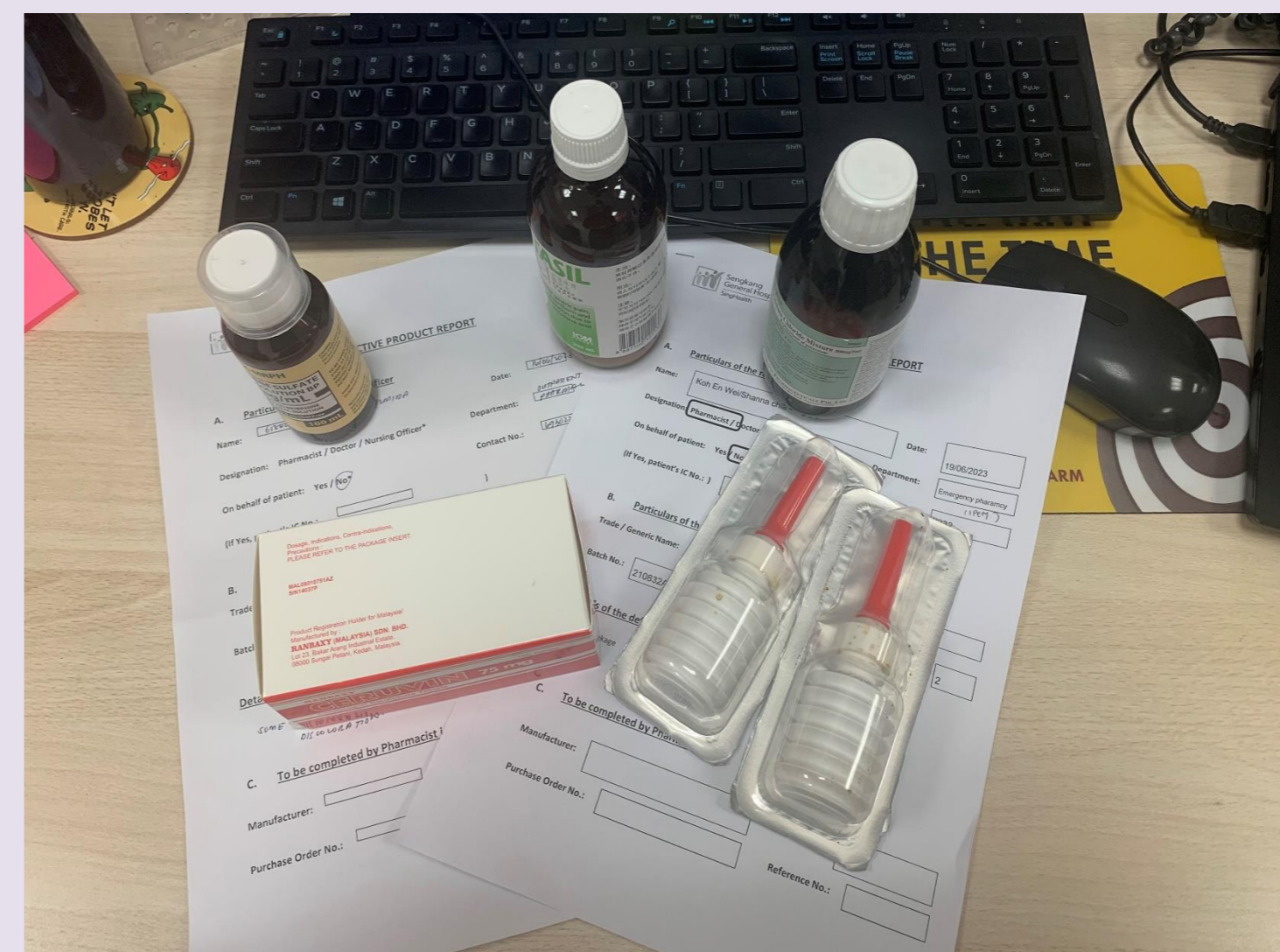
Allocate a collection point of exchanged products for end users.

Results

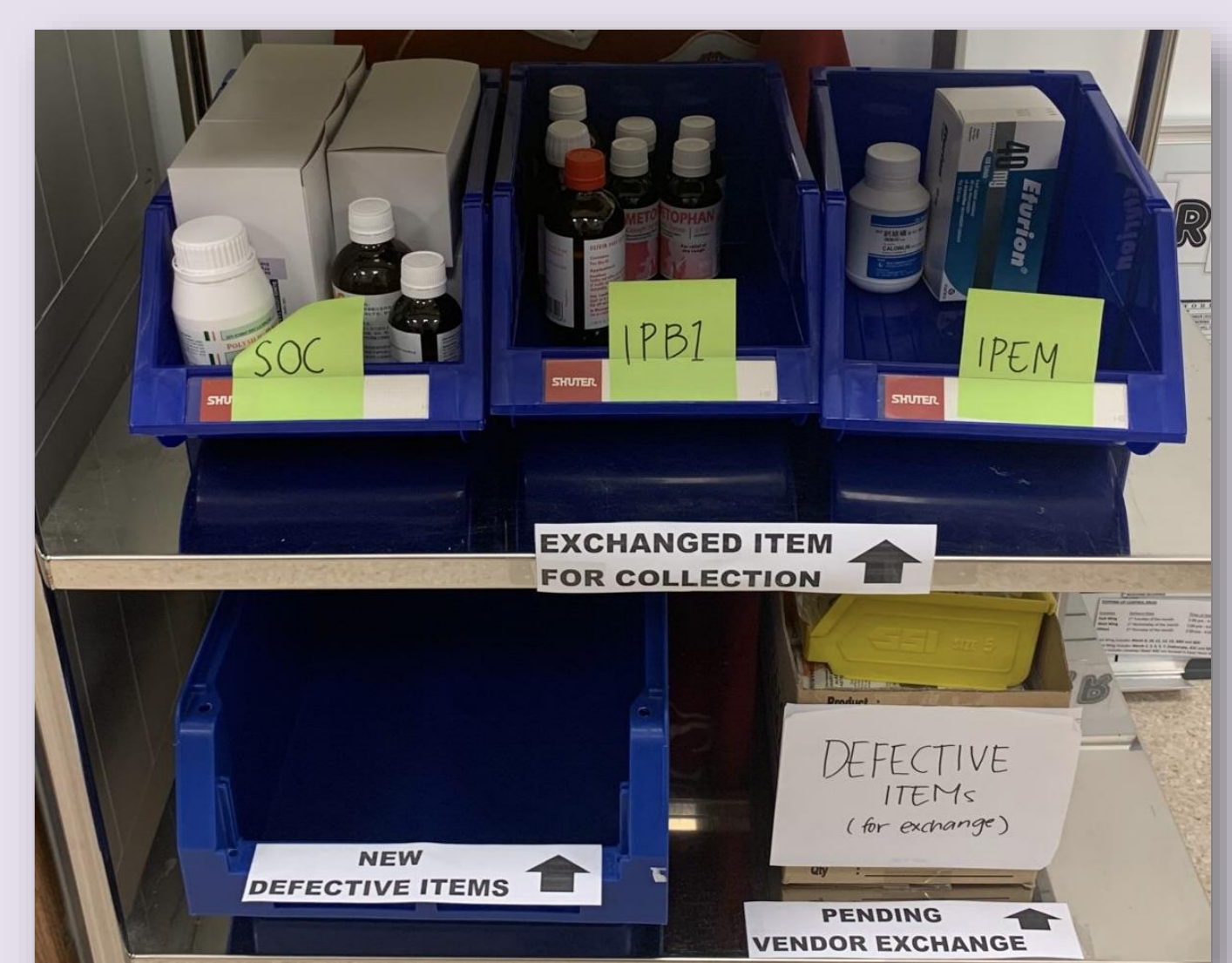


1. Better and more efficient tracking of defective product report forms.
2. Reduce the possibility of missing forms.
3. Clear segregation of defective items and normal items to prevent mixed up.
4. Better facilitate the collection of exchanged items.

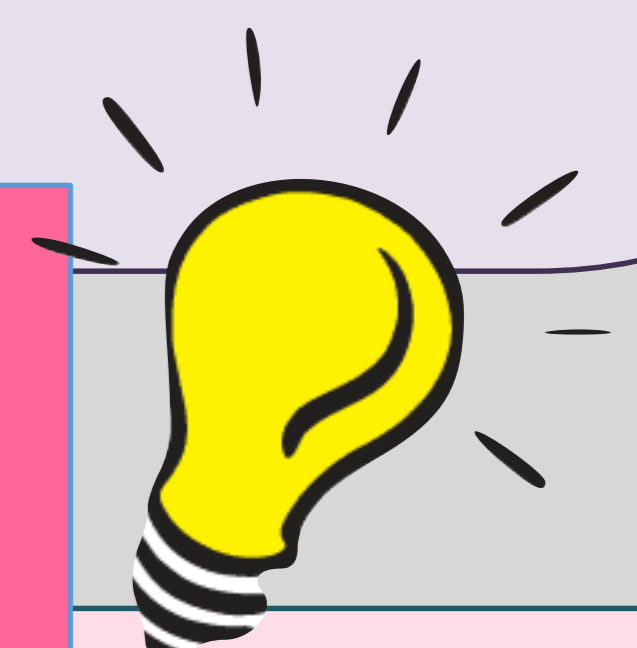
Before



After



Conclusion



Overall, the implementation has shown good results in improving the traceability of defective product reports among the end users. Moving forward, the team will continue with this implementation and continue to work on further improving the process of handling defective product reports.