
POTENTIAL BEST PRACTICE

Category Health Care Support

**Process or Product
Descriptive Title** Prime Vendor Metrics

Element Identifier HCS.

Element Title Materiel Issue

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Background Logistics personnel suspected poorer than reported performance of both pharmacy and medical/surgical prime vendors. Materiels were not making it to the customer in a timely manner, which generated numerous emergency open market purchases. These purchases included increased premium shipping costs, which were passed onto the customer.

Method Logistics personnel tracked prime vendor performance by establishing their own Excel spreadsheet metrics. They established indicator criteria for metrics to include: fills, kills, partials, temporary outages and drop from distribution and pricing agreement contracts. They implemented use of the MEDLOG (PAD) transaction for unavailable items to prevent skewing the metrics. This eliminated reordering the same item without a fill. They implemented additional metrics that were designed to identify items routinely out of stock. Daily calls were also monitored to identify kills by call. Actual availability dates were obtained from the prime vendor. Armed with this information, they implemented aggressive channels of communication with prime vendor representatives to express concerns with reported versus actual materiel availability data.

Conclusion Diligent efforts resulted in an increase of the fill ratio. There was a 12 percent improvement for the medical/surgical prime vendor. The pharmacy prime vendor improved its fill rate by 22 percent. Continued monitoring has ensured that prime vendor performance does not diminish and cause inability to support to the medical group.
