



MGLC starts roadmap for improvement

Cooperatively improve the supply chain

The Military Medical Logistics Center (MGLC) is responsible for supplying all medical resources from the Ministry of Defense. Using quantitative and qualitative analyzes, Gordian developed an intervention plan for the professionalization of the supply chain. Gordian handed over the described vision and implemented interventions to the MGLC.



Service level and high workload led to “putting out fires”

The MGLC suffered from a low stock availability and a high operational workload, which resulted in a large number of outstanding customer requests. This also created a working culture of putting out fires on a daily basis and no time was reserved for developing structural solutions.



Create peace of mind, ensure proper prioritization and measure performance

Gordian developed an intervention plan and divided it into different phases. First a new supply chain concept was introduced. Setting a high stock availability and large order sizes for cheap and fast-moving items reduced the internal pressure. These items have few financial risks but a great deal of influence on the overall stock availability. The extra time released was used to eliminate operational backlogs and created the opportunity to make critical decisions for expensive slow-moving items.

Gordian then developed a company-wide KPI Dashboard. This makes it possible to analyze bad performance and to zoom in to the level of the responsible process owner. A dynamic Plan-Do-Check-Act (PDCA) process was set up to continue improving the performance of the supply chain. The use of strong analytical tools makes it possible to make the right choices on a daily basis and to prioritize them in the hectic world of military missions, strategic reservations and political interests.



MGLC as a reliable supplier

After the implementation of the intervention plan and a few months in the role of interim supply chain manager, Gordian handed over her knowledge and tools to the newly appointed supply chain manager. In the last year and a half, the MGLC has structurally increased its most important KPIs - delivery reliability and stock availability - by around 20%. The operational backlog in the procurement department has been completely eliminated. An optimized supply chain concept, a dynamic PDCA process, powerful analyzes and reports have put the MGLC on the map as a reliable supplier in the military medical supply chain.

“Supply Chain Manager MGLC: Thanks to the KPI Dashboard and the associated tools, we are able to create overview, but we can also perform analyzes quickly and easily. This saves us a lot of time and we know exactly where to find opportunities for improvement.”

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