

# National Quality Improvement Conference

## To reduce the number of slow moving items at Toa Payoh Retail Pharmacy by 50% over 8 months

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### Problem Statement

Branch	AMK	GEY	HOU	KAL*	TPY	WOO	YIS
Slow Moving Items	224	207	199	317	204	157	160
Total Retail Items	2179	1494	2179	1871	1968	2114	2249
Percentage	10.3%	13.9%	9.1%	16.9%	10.4%	7.4%	7.1%

As of 14 July 2022, Toa Payoh has the third highest proportion of slow moving+ items amongst National Healthcare Group (NHG) Pharmacies.

+Slow moving items were defined as items (with expiration date) that have not moved for at least 90 days  
\*Kallang started operations in October 2021 (Less than 1 year of operations)

### Project Aim

To reduce the number of slow moving items at Toa Payoh Retail Pharmacy by 50% over 8 months

Number of slow moving items (not moved within 90 days)	50% of slow moving items	8 months
	70% of slow moving items	

### Lessons Learnt

#### What went well and why?

- The project increased the awareness of slow moving retail items and what we can do about them. The strategies from this project can be spread to the other items that were identified as slow moving, or newly introduced items

#### What did not go well and can be done better?

- Our project interventions need to be complemented by long term strategies to prevent and reduce the occurrence of slow moving items. This includes thorough training of staff to ensure confidence when new products are brought in and effective promotion of new items.

### Potential Solutions

#### Countermeasure 1: To retrain staff on slow moving items to help them to actively sell the products

NATURVITAL HAIR LOSS SHAMP NORMAL 300ML



- USP
  - Suitable for frequent use to protect the hair and nourish the scalp
  - Provides hydration and prevents flaking
  - Stimulates hair growth and prevents hair loss
- Substitute
- Companion selling

BORSCH MED CORDYCEPS 60S



- USP
  - Supports healthy respiratory and immune system
  - General health tonic for well-being
- Substitute
- Companion selling

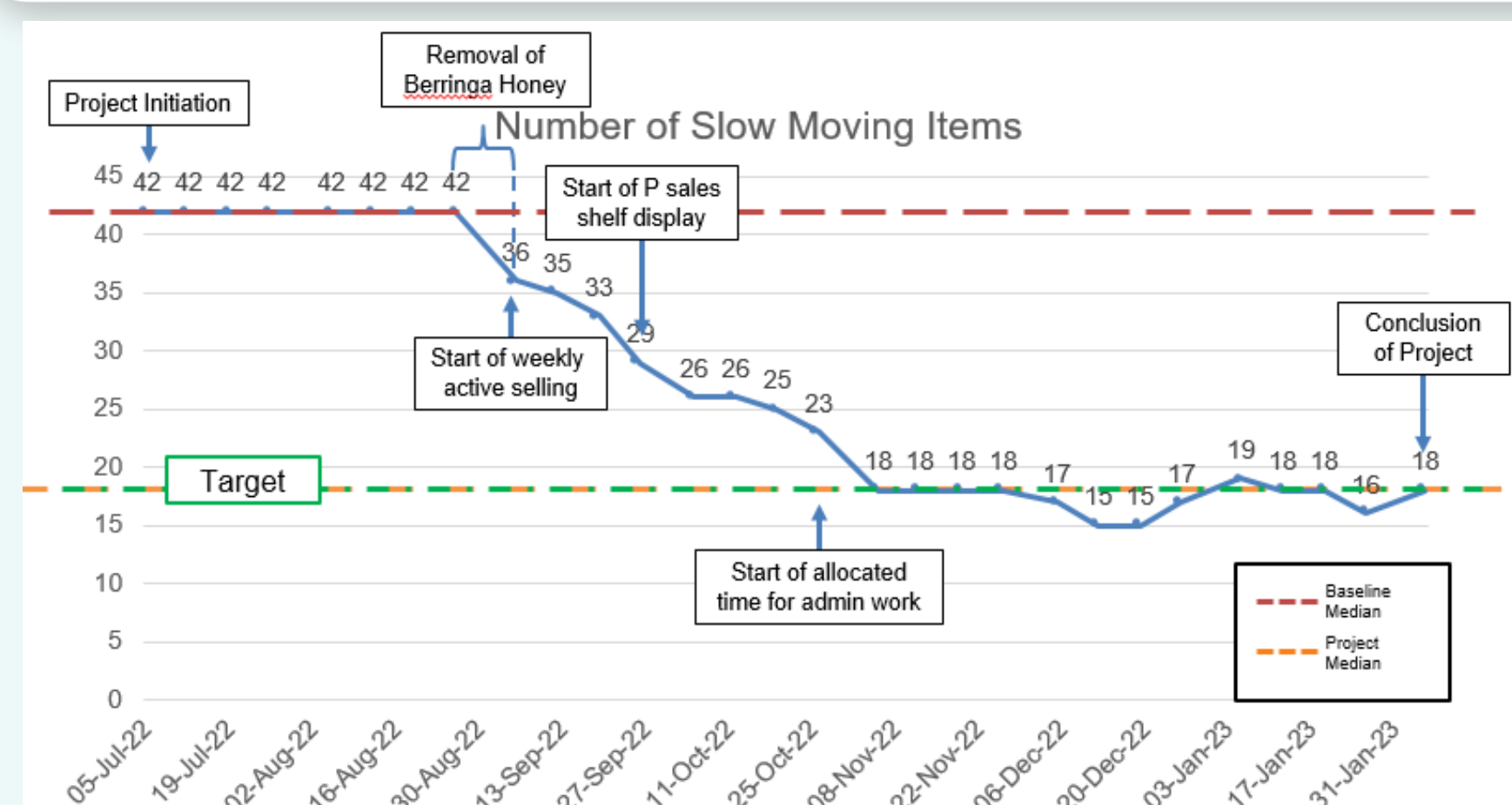
#### Countermeasure 2: Identify new location for display of retail item



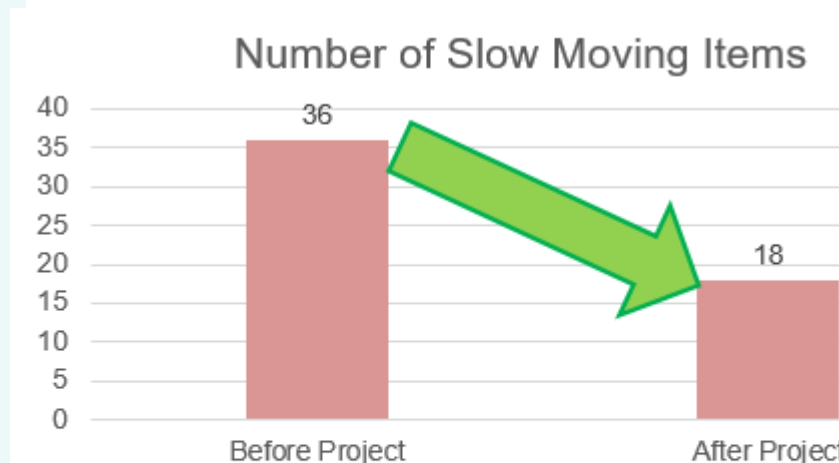
#### Countermeasure 3: Rostering of staff to allocate time and place for focused active selling during peak periods

- Staff were less stressed with having to juggle administrative work and active selling
- Less clutter at the retail counter provided a more conducive sales environment

### Outcomes & Impacts



Note: Project data collection started in Jul-22, during which 42 items were identified for the project. However, in Sep-22, when countermeasure 1 began, 6 items (from Berringa Honey) were discontinued and the new target of 50% was changed to 18 items. No further items were discontinued during the rest of the project.



50% Decrease! Target Achieved



- Slow moving items reduced by 50% and the items sold gave a sales value of \$2658.49