

## Operating Room Delivery: 30% Faster Surgical Set Replenishment

### THE SITUATION

Surgical teams at hospitals depended on timely delivery of medical device sets to the operating room. Delays in set replenishment affected surgical scheduling, patient throughput, and the competitiveness of J&J's MedTech offering. The challenge was both operational and commercial: improving service levels while building a sustainable delivery model that hospitals and surgeons would value.

### WHAT WE DID

Collaborated with the sales organization to develop and implement new services for hospital and surgical customers. Designed the operational model for faster set replenishment and managed implementation across the relevant supply chain functions.

### OUTCOME

**Reduced set-replenishment time by 30%, enabling faster delivery to the Operating Room and improving service levels for hospital and surgical customers.**