

Veterans Affairs Inventory Management

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Author Note: The team has been very appreciative for the Veterans Healthcare Systems of the Ozarks, VHSO, service and commitment to our team. This organization has allowed the team to work directly onsite team every week and even every day. This senior design project could not have been a more rewarding and fulfilling project. Not only does this team have gratitude and appreciation for the VHSO, but the professors at the University of Arkansas especially Dr. Pohl as a faculty advisor. Tyler Beneke, Lacey Burnette, Alexa Koenigseder, and Victoria McDaniel are all Industrial Engineering seniors at the University of Arkansas. Alexa Koenigseder is the main point of contact as project manager. She can be reached by email at inventoryvateam@gmail.com or by phone at 479-651-2241.

Abstract: Inventory Management has been unable to achieve the mandated accuracy of 90%. In order to impact this issue the team has investigated the problem, declared avenues of root causes, redefined direction and provided solutions. In order to understand the problem, the team shadowed key personnel and documented observations. After investigation and brainstorming techniques, the team identified two channels to achieve the greatest impact on inventory accuracy: primary management and computer errors. Within primary management, the team decided to focus on facility layout in order to reduce the time spent picking supplies by standardizing item locations. Within computer errors, a standardized excel tool was created to reduce the opportunity for error while calculating and uploading inventory counts. The tool also enables users to track errors in the primary by capturing causes of stock outs and inventory discrepancies. The solutions provide both quantitative and qualitative impact in time, money, and accuracy.