# Barcode Match Application Reduces Errors

## CHALLENGE

This major manufacturer designs and manufactures interconnects for medical device manufacturers around the world. They work with design engineers providing assistance with concept, development, and manufacturing. Like many companies, their reputation is built on customer satisfaction, and any threat of unhappy customers becomes a big issue. This medical device manufacturer's shipping personnel were having difficulties pulling the correct part and lot number from their finished goods shelves because they only used their eyes to verify the item being selected. This process caused them to occasionally ship incorrect items to their customers.

## SOLUTION

Coridian's software engineers developed a barcode match application to solve the problem. Shipping personnel scan the barcode on the work order, then scan the barcode on the box and the program shows the operator if the barcodes match. This ensures that the boxes pulled from the shelves for shipment match the part and lot barcodes listed on the packing lists resulting in fewer shipping errors.

## BENEFIT

Coridian provided this company with a custom software solution that was installed on mobile computers and implemented at two facilities across six departments. "Coridian offered us a simple yet effective solution to a problem that may have cost us valuable customers. Coridian was very responsive to our request, and has since loaded the same software on multiple units," said a manager at the company. It is important for this medical device manufacturer to maintain positive customer relationships and this solution gives them a simple way to add value to their organization.

**CHALLENGE:** Difficulty pulling correct part number from their finished goods shelves.

**SOLUTION:** Developed a custom software solution; a barcode match application installed on mobile computers.

**BENEFIT:** New process helps decrease shipping errors to maintain positive customer relationships.

**CORIDIAN SOLUTION:** Programming, Mobile Computers

"Coridian offered us a simple yet effective solution to a problem that may have cost us valuable customers. Coridian was very responsive to our request, and has since loaded the same software on additional units"

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