Frequently Asked Questions (FAQ) about LUM

This FAQ is intended to answer some general questions that Materiel Services stockkeepers and other staff may have about LUM and how it will change MS procedures.

What is LUM?
With the Logical Unit of Measure (LUM) process, patient unit supply rooms will be restocked by placing an order for each room with the LUM vendor (Owens and Minor) rather than picking the items from the B2 Warehouse inventory. Stockkeepers will continue to do a count on the handhelds on a daily basis, but instead of the CSRs uploading the count into the Inventory system and creating a Pick List, the CSRs will upload the count into the Procurement system and a Purchase Order (PO) will be issued to the LUM vendor. Owens & Minor (O&M) will be the only vendor supplying LUM. Orders from other vendors and non-LUM items from O&M will continue to be inventoried into and out of the Warehouse as they are currently.

What process will Owens and Minor (O&M) follow with LUM orders?
O&M will receive POs electronically during the day and afternoon period. O&M will send a PO Acknowledgement (POAck) for each PO electronically to Contracts and Procurement confirming what they intend to send on that order. In addition, O&M will electronically send an Advanced Shipping Notice (ASN) to MS for each order confirming what they packed and are delivering to MS. Each separate order is shipped with its own Packing Slip.

When will orders be delivered?
O&M trucks with orders from the previous day will arrive at the B2 Loading Dock twice a day, at 6:00am and 6:00pm. The 6:00am deliveries are for units replenished on the day shift. The 6:00pm deliveries are for units replenished on the afternoon shift.

How will items come from O&M?
Each order for each unit will be filled and labeled by O&M. These orders will arrive separately palletized. Items will be in bins, totes, or boxes as appropriate. Each order will arrive with its own Packing Slip.

How will I check in O&M LUM product?
Using the Packing Slip, you will verify against the items received, noting any discrepancies between what is on the Packing Slip and what was delivered. The Packing Slips will be turned in to the CSR office after they have been verified. After comparing the ASN receipt and any changes you made to the Packing Slip, the CSR will modify the ASN receipt to match what was actually received by MS.

How will the orders be identified when they are delivered to the loading dock?
Each Packing Slip will contain a unique number and a location code that indicates the unit/building/floor where it belongs. This information will not only allow the stockkeeper to deliver to the correct location, but it will be used in the system to track the transaction from the ordering process through delivery and payment.

How will problems with orders such as short-counts or missing products be resolved?
After the problem has been reported on the Packing Slip and turned into the CSR office, MS and O&M will resolve the issue, using the Packing Slip information to identify and track the issue.

How will my job change if I am responsible for handling LUM orders?
The major changes for LUM units:

- You will no longer pick LUM items (about 85% of the items for LUM units) from the B2 warehouse. However, you will continue to pick non-LUM items (the remaining 15% of items) from the B2
What will be the process for getting something that is missing on the order but required by the in-patient unit immediately?

Items that are not on the order and are required immediately will be handled the same way as they are currently:

1. Once back to the warehouse, ask the CSR to enter an order for the item(s), use the resulting pick list to pick it from the warehouse, and deliver it to the unit.
2. If you cannot do this because the item is out of stock in the warehouse, use the current reallocation process to get it from another unit.

What type of templates will be on my handheld for LUM units?

There will be three templates for each unit using LUM:

1. **First template** - will list the items that will be checked for daily restocking. There will be two different types of counts done on these items. Items that usually need to be restocked:
   - On a daily basis, will be counted the same way they are in the PAR rooms today.
   - Items that tend to be used more slowly will have a different counting procedure called Min-Max. In this type of count, the items will have a maximum quantity (the same as an optimal quantity) and a minimum quantity. Stock will be reordered only if there is less than the minimum on hand. For example, if the maximum for the item is 10 and the minimum is 5, an order would only be generated if the count was less than 5 on hand. If there were only 4 on hand, the order would be for 6, enough to bring the amount back to maximum. The stockkeeper will only need to enter the count of what is on hand, the template will figure out the reorder amount.

2. **Second template** – is similar to the current template in that it will list all the non-LUM items that are stocked in the B2 warehouse. You will enter the count for these items the same as you do today. A Pick List will be generated and you will fill the order as you currently do.

3. **Third template** – is for non-stock items and is used as required.

Are there other types of templates for LUM units?

Yes, there is another type of template that will be kept on a separate handheld. It is called an FOQ (Fixed Order Quantity) template. This type of template is used to place orders to restock items that have high usage and need to be replenished during the weekends as well as throughout the week. Orders produced from the FOQ templates go in on Thursday for Saturday delivery and Friday for Sunday delivery. Stockkeepers and the Warehouse Supervisors will work together to assure that the FOQ orders are placed.

How will I place orders for LUM?

Unlike the current process, the LUM count is done after you have restocked the unit. After entering in count information in the template on the handheld as you currently do, return it to the CSR office and the CSRs will handle placing the order.

What will be the process for picking items from the warehouse for LUM units?

Of the approximately 2,300 items currently stocked in the B2 warehouse, about 1,800 of them will be LUM items ordered from O&M (the only LUM vendor). When LUM is fully implemented, the remaining 500 items will continue to be stocked in the warehouse. For LUM units, there will be a CRT template that will be used to order these non-LUM items. They will be ordered and picked as they are currently.

What will be the process for ordering and fulfilling non-stock items?

There are no changes to this process.
How will items be transported to the units?
Stockkeepers will use carts or flatbeds to transport orders to the units, the same way as they do currently. After restocking the unit, plastic bins or totes will need to be returned to the Dock 5 staging area so that they can be picked up by O&M and reused.

How will the daily schedules change with LUM?
Timing is an important part of the LUM process. The LUM schedule will merge with the schedules for other daily activities in MS. LUM relies on a set schedule for each of the activities in its cycle in order to assure that LUM orders go out on time and that deliveries come in on schedule. If an order does not go out on time, the delivery will miss its scheduled window (Monday-Friday, 6:00am for days and 6:00pm for afternoons) and will not occur until the next delivery is due. This could cause a unit to either run out or run low of needed supplies.

Other questions?
If you have other questions, please ask your supervisor or email your questions to MS-LUM-Team@med.umich.edu.