

# Canon Healthcare Logistics

## Transforming On-Site Compressed Gas Management for Hospitals and Healthcare Systems



Managing compressed gas distribution within a hospital or healthcare system is a high-stakes responsibility that falls squarely on the shoulders of supply chain leaders. The essential nature of medical gases like oxygen and nitrous oxide means that any lapse, whether a shortage or a compliance issue, and can directly impact patient care, safety, and operational continuity. Yet, hospital and healthcare systems are constantly challenged by unpredictable demand, manual tracking processes, regulatory pressure, and the ever-present need to control costs while ensuring that critical supplies are always available, exactly where and when they are needed.

### Compliance with Commission Regulations

Regulatory compliance is a persistent concern for supply chain leaders. When it comes to compressed gas, knowing what to track, measure, and report will dramatically reduce the risk of violations or penalties.

Canon's solution embeds standard operating procedures aligned with the Joint Commission requirements and hospital best practices, ensuring that every process step is documented, auditable, and repeatable. Our team manages all aspects of internal distribution including compliant PAR levels, documentation, safety checks, and process audits, freeing your internal staff from administrative burdens. In addition, our on-site logistics professionals are extensively cross-trained, with 24/7 on-call coverage, to ensure uninterrupted support even during staff absences or surges in demand.

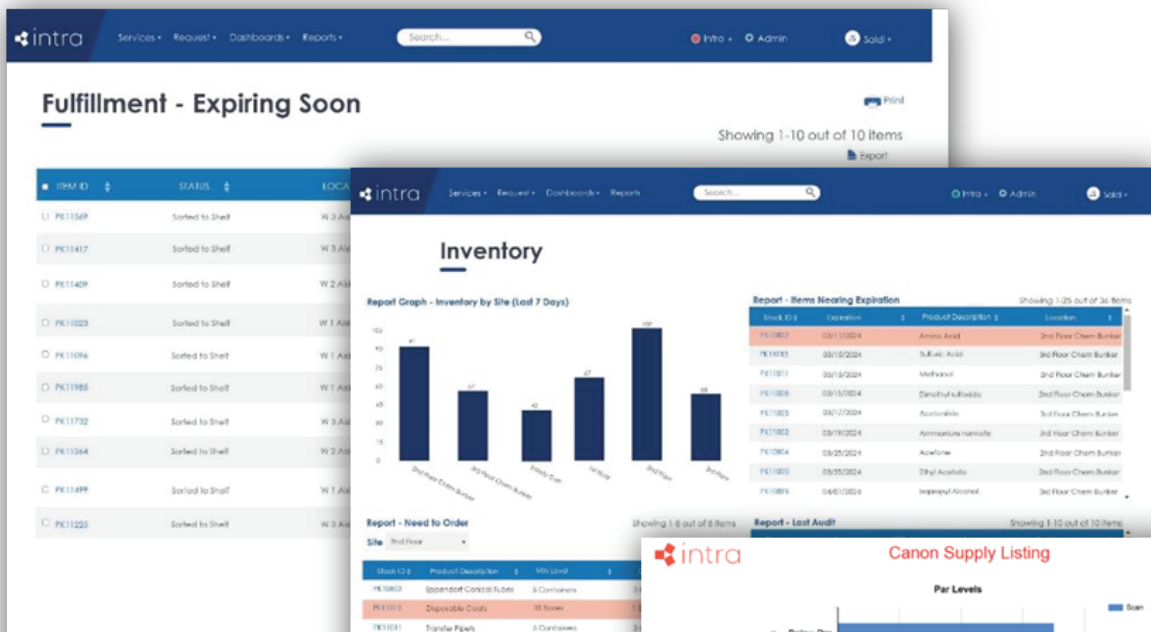
# Canon Compressed Gas Workflow

## Controlling Cost Through Reconciliation

Canon Healthcare Logistics understands the complexity and urgency of reconciliation. Canon's comprehensive compressed gas management program is purpose-built to address the unique demands faced by hospital supply chain leaders. We begin by taking complete ownership of your gas inventory lifecycle, deploying advanced technology to monitor cylinder volumes and locations in real time across every campus and distribution point.

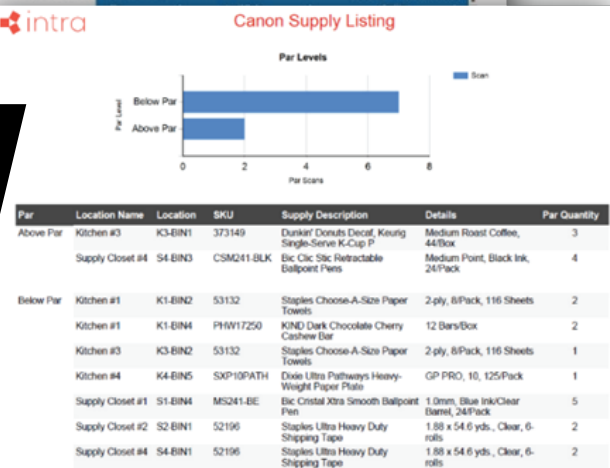
Our logistics teams and software platform provide visibility and immediate data on every transaction, from receipt and storage to delivery and return, closing the common gaps that often lead to misplaced cylinders, excess rentals, or late replenishment. With the Canon trained professionals and chain-of-custody tracking and automated proof-of-delivery, you gain full confidence that every cylinder is accounted for and available at the precise location and moment it's needed for patient care.

## Knowing What to Track



## Tracking & Reconciliation Reports

- Total Gas Cylinder Volume
- SKU PAR Levels (Cylinder & CUFT)
- Available Gas Cylinders by Location
- Department Costs for Gas Cylinders
- Time in Storage or with Recipient
- Gas Cylinders Received & Returned
- Billing Reconciliation



# Operational & Performance Excellence

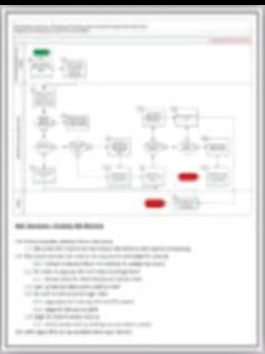
Canon's program delivers continuous process improvement and performance transparency. Our process and technology-driven approach enables detailed analytics and KPI reporting, allowing you us to collaboratively review monthly and quarterly trends, identify improvement opportunities, and validate that staffing and inventory levels are optimized. Regular shift meetings, visual metric boards, and robust labor planning ensure that resources are matched to actual workload, supporting both cost efficiency and service reliability.

## Canon Operational Tool for Excellence

### Deployment Tools

### Solution Deployment

#### Process Plan



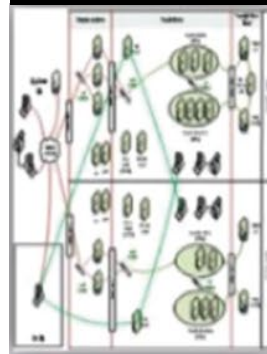
#### Business Requirements Plan



#### Technical Requirements Plan



#### Technology Plan



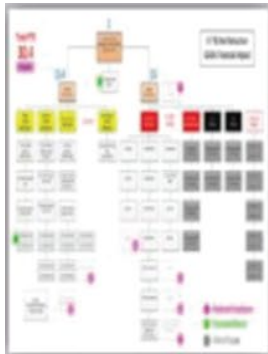
#### Space/Location Plan



#### Transition Plan Transformation Plan



#### Resource Plan



#### Productivity Plan



#### SLA Performance Reporting



#### Quarterly/Annual Business Review



# Transformation

Canon Healthcare Logistics offers a comprehensive, phased solution that transforms compressed gas management into a streamlined, compliant, and data-driven operation. Here is what you can expect:

## Phase 1

### Operating Procedures Implementation

- Staff cross-training and SOP alignment with JCAHO standards.
- Safety audits and escalation protocols for compliance issues

## Phase 2

### Systematic Integration

- Deployment of an inventory and task management software:
  - Real-time inventory tracking and reconciliation
  - Chain-of-custody visibility for every cylinder
  - SLA reporting, departmental billing and cost center alignment
  - Customizable dashboards and reporting tools for operational transparency

## Phase 3

### Optimization and Continuous Improvement

- Facility maps with labeled PAR levels and access points.
- SOP documentation for every operational task.
- Weekly communication boards to reinforce safety, quality, and productivity.
- 5S implementation for organized, compliant-storage environments.

# TOP 10 Canon Healthcare Logistics Commission Aligned Performance Playbook

- 1 Safety Playbook
- 2 Continuous Improvement Action Plan
- 3 Process Documentation and Adults
- 4 Training (Cross Training) Matrix
- 5 Hourly Productivity Boards
- 6 Metric Standards and Measurements
- 7 Daily Labor Planning
- 8 Shift Meetings
- 9 5S Program
- 10 Gemba Walks

# Shift the Burden and Regain Control

## Why Canon Over Other Providers?



### Technology-Driven

Real-time data, automated workflows, and actionable insights.



### Compliance-Focused

Commission aligned processes and reporting.



### Operational Excellence

Canon's Internal Logistics Excellence Program (ILEP) ensures consistent, high-quality service delivery.



### Scalable and Customizable

Solutions tailored to each facility's needs, with proven success across leading institutions.



### Collaborative Partnership

Canon works hand-in-hand with hospital teams to drive continuous improvement and strategic outcomes.

## Results You Can Expect



**Improved safety and compliance.**



**Reduced rental charges and billing errors.**



**Increased staff productivity and accountability.**



**Enhanced visibility and control over gas logistics.**



**Standardized operations across the enterprise.**

Ultimately, Canon Healthcare Logistics empowers you to fulfill your core mandate: making sure that every department receives the supplies it needs, when and where they are required, to support the highest standards of patient care. By partnering with Canon, you gain a proven, scalable, and compliant solution that eliminates guesswork, mitigates risk, and elevates the performance of your compressed gas logistics. Let us show you how we can transform this critical aspect of your supply chain—delivering operational excellence, peace of mind, and measurable value to your organization.

## About Canon Business Process Services

Canon Business Process Services is a leading professional services and digital transformation company focused on building innovative end-to-end solutions that enable business growth and deliver cost-efficiencies. We do this by combining onsite workforce management and logistics expertise with analytics, cognitive technology, and automation. We are honored to be recognized as a Global Outsourcing 100 leader by the IAOP for 19 straight years with strong teams across the US and in the Philippines. Canon Business Process Services is a wholly owned subsidiary of Canon U.S.A. Learn more at [cbps.canon.com](https://cbps.canon.com).