



# CUSTOMER STORY

Arkopharma, a specialist pharmaceutical laboratory in phytotherapy, natural medicines and food supplements, has been committed to an extensive initiative of on-going improvement for several years. It has now introduced a major intralogistics upgrade to its logistics site at Carros (06), adjacent to its production plant and head office.

## TARGETS

- 01** To maintain the implementation of continuous improvement
- 02** To rethink the ergonomics of the workstations
- 03** To increase productivity

## WHY SAVOYE?

- A global solution (software & automation)
- The option of continuing a long-term partnership
- A good coaching and a scalable solution

## RESULTS



**PRODUCTIVITY INCREASED BY 15%**



**IMPROVEMENT OF THE WORKING CONDITIONS**



**A RETROFITTED AND OPTIMIZED INSTALLATION**



**Mickael BITOUN**  
Arkopharma Business Manager

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Since 1996 Arkopharma has been equipped with a conveyor system from Savoye, designer and integrator of logistics systems, and has chosen to renew and optimise its installation. From this finished product storage and distribution centre, where some 50 employees are at work, Arkopharma supplies all its pharmacy, parapharmacy and distributor customers via two distinct flows.

One supplies the distributors and subsidiaries with full pallets whilst the second focuses on its pharmacy customers in France, its overseas departments and territories, and in Italy from a standard retail preparation. The retail process, with nearly 1100 items transiting, was the pharmaceutical laboratory's target for optimisation. *"Installed on the first floor of the site, the ageing installation needed converting to facilitate the flows but also, and most importantly, to reduce the musculoskeletal disorders of our pickers. We sought to rethink the ergonomics of their work stations in order to improve their everyday operating conditions"*, explains Mickael Bitoun, the Arkopharma Business Manager.

Arkopharma started to work with SAVOYE on the technical part of the project. *"The global solution proposed by Savoye was suitable for us. At the same times it was less risky in terms of production to perform the transition with them"*, assures Mickael Bitoun. Arkopharma chose a complete system in terms of software and installed SAVOYE's WMS and TMS solution. For the automation, SAVOYE installed an Intelis conveyor system with stations and weight control, with the addition of a pick-to-light system. The entire system was fitted into an entirely redesigned enclosure on the ground floor, to achieve a better working ambience that was quieter and less tiring for the operators. Lastly, for low turnaround products, yet still seeking to adapt the site to become more ergonomic, Arkopharma has acquired three preparation trolleys fitted with LED strips: *"We can now consolidate package preparation. Six are made up in a single passage along the three aisles of shelves. This means that we can work with more items in less space"*, points out Michael Bitoun.

SAVOYE SERVING THE  
 ERGONOMICS OF THE  
 ARKOPHARMA  
 LOGISTICS SITE