

Classifying healthcare warehouses according to their performance. A Cluster Analysis-based approach

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Classifying healthcare warehouses according to their performance.

A Cluster Analysis-based approach

Abstract

Purpose - The objective of this paper is to propose an approach to comparatively analyze the performance of drugs and consumable products warehouses belonging to different healthcare institutions.

Design/methodology/Approach - A Cluster Analysis is completed in order to classify warehouses and identify common patterns based on similar organizational characteristics. The variables taken into account are associated with inventory levels, the number of SKUs, and incoming and outgoing flows.

Findings – The outcomes of the empirical analysis are confirmed by additional indicators reflecting the demand level and the associated logistics flows faced by the warehouses at issue. Also, the warehouses belonging to the same cluster show similar behaviors for all the indicators considered, meaning that the performed Cluster Analysis can be considered as coherent.

Research limitations/implications – The study proposes an approach aimed at grouping healthcare warehouses based on relevant logistics aspects. Thus, it can foster the application of statistical analysis in the healthcare Supply Chain Management. The present work is associated with only one regional healthcare system.

Practical implications - The approach might support healthcare agencies in comparing the performance of their warehouses more accurately. Consequently, it could facilitate comprehensive investigations of the managerial similarities and differences that could be a first step towards warehouse aggregation in homogeneous logistics units.

Originality/value – This analysis puts forward an approach based on a consolidated statistical tool, to assess the logistics performances in a set of warehouses and, in turn to deepen the related understanding as well as the factors determining them.

Keywords

Healthcare, logistics, performance management, warehouses, Cluster Analysis

1. Introduction

In the last twenty years healthcare providers in industrialized countries have faced a growing aging of population, with a consequent increase in the need for healthcare services, together with shrinking budgets, especially for those systems that are largely public funded. Thus, they have been subjected to the challenge of providing high quality treatments while cutting operations costs (Feibert and Jacobsen, 2019). Among such costs, material management and logistics play a significant role since it has been proved that they account for around 38% of the total expense, when this ratio is limited to 5% in the retail industry and to 2% in the electronics sector (Johnson, 2015).

In such a context, although some decades later than the manufacturing industry, supply chain management (SCM) has become a key lever to contain expenditures and improve competitiveness in the light of steadily increasing costs. The most popular SCM topics span different fields, from SC configuration, to procurement management, warehouse and inventory management, and drugs and other materials delivery to the patient beds, together with their administration (Mustaffa and Potter, 2009; de Vries and Huijsman, 2011).

Among them, warehouses and inventory management have been largely neglected by researchers and practitioners and only recently have gained momentum as main drivers of efficiency without compromising the level of patient care (Volland et al., 2017). However, actions to improve warehouse processes also require ways of checking whether they are successful. To this end, a performance management system, evaluating a set of appropriately defined Key Performance Indicators (KPIs), should be adopted. Based on Smith's work (Smith, 2002), performance management in the healthcare sector has three roles, namely guidance, monitoring, and response. The guidance function aims to convey strategies and objectives to policy-makers, intermediate managers, and front-line staff. The monitoring function verifies whether guidance has been followed and the associated targets achieved. Finally, the response function fosters actions to correct performance problems and to stimulate improvement.

Relatively few literature contributions assess logistics performance in healthcare organizations and in their warehouses (Gonul Kochan et al., 2018; Leksono et al., 2019; Moons et al., 2019). Such works usually focus on measuring the performance of single healthcare systems and there is a substantial lack of methodologies to numerically contrast and compare the logistics outcomes of multiple warehouses. Thus, given the relevance of warehouses in SCM in general and in the healthcare sector in particular, this is a research stream that deserves further attention, also because nowadays very often policy makers look at the redesign of healthcare warehouses and their operations as the key to reduce inefficiencies and unnecessary costs.

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3 In order to contribute to close such a research gap this work deals with healthcare performance by
4 taking a guidance perspective. Compared to the other two performance management perspectives
5 suggested by Smith (Smith, 2002), the guidance one is deemed to be of paramount importance by the
6 authors because, by enabling setting goals, it constitutes an unavoidable first step towards measuring
7 the achievement of such objectives through KPIs (monitoring perspective) and then addressing
8 possible criticalities (response perspective). The present research puts forward an approach based on
9 a consolidated statistical tool, namely Cluster Analysis, to comparatively study the logistics
10 performance in a set of warehouses and, thus, deepening their understanding as well as the factors
11 determining them. To reach the purpose, warehouses are classified in homogeneous groups sharing
12 common organizational features in terms of size of stocks and logistics flows. The approach has been
13 then applied to a regional healthcare system in Italy. Finding commonalities and differences in
14 warehouse performance in the various clusters through the proposed methodology supports decision-
15 makers in setting appropriate healthcare logistics strategies for each of them, hence the guidance
16 perspective function, based on the actual organizational behavior of the warehouses they manage.
17 The reminder of the paper is organized as follows. Section 2 performs a literature review on the major
18 topics in which the research is framed. Section 3 presents the methodology and discusses the
19 development of the approach, while Section 4 analyses the outcomes of its application. Finally,
20 Section 5 conveys research implications and conclusions.
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36 **2. Literature Review**

37 *2.1 Logistics and Warehouse in Healthcare Sector*

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41 SCM concerns the optimal functioning of various logistics activities, with the aim of controlling their
42 performance and improving their efficiency. SCM was developed initially in the context of
43 manufacturing but its introduction is also beneficial to the healthcare sector, where it shows an
44 important impact on hospital performance (Parnaby and Towill, 2009). In such a context SCM has
45 the potential to reduce waste, prevent medical errors, increase productivity, improve quality of care,
46 service and operational efficiencies (Cagliano et al., 2011a; Doerner and Reimann, 2007; Ford and
47 Scanlon, 2007). Therefore, it becomes increasingly important to intervene in the healthcare SCM, and
48 in particular in the healthcare logistics processes. The healthcare SCM implies to manage the entire
49 SC (Mustaffa and Potter, 2009), that is very fragmented with many different parties at its various
50 stages. Also, in healthcare there are typically many buying institutions and a relatively small number
51 of suppliers. By focusing on the internal SC, processes are performed within hospitals and comprise
52 product and information flows from receiving, replenishing, picking, etc. (Rossetti et al., 2012)
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3 including purchasing, inventory, distribution, and consumption functions. Among these activities, the
4 warehouse ones play a crucial role.
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6 Healthcare warehouses traditionally deliver to point of use inventories, such as ward inventories, that
7 are typically closer to patients (Bijvank and Vis, 2012). Hospital warehouses have to manage three
8 main types of materials, namely drugs, surgical and medical products, and consumable goods (Kumar
9 et al., 2005) which must be supplied correctly to the patient bed. These products bring specific
10 requirements in order to effectively support patient care and, as a consequence, pose different
11 implications to warehouse performance. Drugs and medical devices are both vital to achieve patient
12 health, and thus their timely availability needs to be ensured appropriately (Pineiro et al., 2019). The
13 variety of drugs products managed by a hospital warehouse should be consistent with the current and
14 future medical treatment needs, taking into account that the latter are highly unpredictable, making
15 drug demand extremely uncertain and volatile (Rosoff, 2012), especially when specific medicine
16 specialties are concerned. Additionally, drugs are subjected to expiration dates, which negatively
17 affects warehouse performance in case of stocking large quantities of unnecessary items. Some drugs,
18 like for instance antitubercular ones, are also characterized by high costs, causing relevant economic
19 values associated with stored products if not subjected to high turnover rates. Medical devices include
20 implants and other devices that usually become part of the human body, such as for example hip
21 prostheses, coronary stents, and artificial heart valves. Besides their obvious medical criticality, two
22 main issues impacting on material management are their high economic values and the very
23 heterogeneous types and sizes these products come in (Akpınar et al., 2015). Therefore, choosing the
24 right variety of stocked items is even a more complex task than for drugs, again due to the very limited
25 possibility to forecast demand. As a matter of fact, the necessary device size is sometimes known just
26 when a surgery is ongoing (Blevins et al., 2020). For these reasons, medical devices are often not
27 stored in hospital warehouses but supplied directly to their wards. Finally, consumable goods are the
28 less challenging products to be managed in a healthcare warehouse due to their nature and value.
29 They include, among the others, surgical gowns, masks, drapes, disinfectant solutions, but also
30 stationary items. Being more standardized, less specific, and used in a wider range of situations than
31 drugs and medical devices, they are characterized by a more stable and predictable demand, which,
32 together with the limited cost and quite a long useful life, make such items more suitable for storage
33 (Akçay and Lu, 2017). Therefore, because of the discussed features, warehouses play a crucial role
34 to facilitate pharmaceutical logistics defined as the task of placing the right drugs and other medical
35 supplies, in the right quantities, in the right conditions, at the right health service delivery points, at
36 the right time, for the right users, and at the right cost (Chikumba, 2010).
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Several distribution systems can be applied to a warehouse. The centralized inventory strategy (Iannone et al., 2014) is based on merging stocks managed by different warehouses in a single larger facility wherein operational activities are carried out either by internal logistics personnel or by a specialized logistics service provider. The degree of centralization or outsourcing may be different depending on the processes and materials of a hospital warehouse (Pinna et al., 2015). The centralization is also considered as a lever for reducing missing critical materials and for better controlling the supply process (Guzmán and Garza, 2018). Although centralization could be seen as a suitable strategy for reducing the logistics cost of healthcare supplies, there are many factors that need to be taken into account in analyzing the economic impact. In fact, if the warehousing cost decreases with a lower number of warehouses, the distribution costs due to the delivery tend to increase (Lucchese et al., 2020). Further policies include collaborative inventory management (Mustaffa and Potter, 2009), vendor-managed inventory, and collaborative planning, forecast, and replenishment (Danese, 2006). Also, warehouses handle with goods that are managed as either stock or direct delivery items (Schneller and Smeltzer, 2006), two policies that are different from the centralization notion. Stock products are delivered from warehouses where there is a certain amount of inventory. Drugs, except for those ones that are very specific or with high economic values, and consumable goods are typically managed as stock items. This policy is applied to the healthcare products that are used by multiple hospital wards on a constant basis, so that keeping a reserve in a warehouse enables a prompt delivery to points of use, without running the risk of items stored for a long time wasting space and value as well as being subjected to obsolescence (Akçay and Lu, 2017; Dixit et al., 2020). On the contrary, suppliers send direct delivery products either to the warehouse or to points of use. In the first configuration, the warehouse merely plays a transit point role, where inspections are performed to check that incoming products match the order, as far as their type and quantity are concerned, and packages are undamaged. After that, direct delivery products are shipped by the warehouse to wards together with stock ones. According to the second scheme, wards are in charge of both quality and quantity inspection of received goods. In both the situations no stock of direct delivery products is kept in the warehouse, they will be just stored by wards in small quantities. Such a policy is usually applied to high value and less frequently used items, such as medical devices and certain drugs, with benefits in terms of total inventory management costs (Cooper et al., 2013). Stock and direct delivery are two material management strategies that may be combined in a same warehouse: this can also happen in centralized warehouses managing all the three types of healthcare products.

In such an environment, warehouses have been acquiring a lot of importance in providing an appropriate level of performance to patients by delivering the service at feasible cost levels. Their

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3 integration could also enhance the overall performance of healthcare organizations (Alshahrani et al.,
4 2018). In fact, it has been demonstrated that healthcare logistics is a significant factor in impacting
5 patient's satisfaction (Frichi et al., 2020). Therefore, in this context, and given the complexity of the
6 healthcare SC, it is essential to measure the behavior of operational processes, and this requires Key
7 Performance Indicators (KPIs) (Wu and Dong, 2008) that allow the qualitative or quantitative
8 assessment of the status of any operational and logistics activity (Ackerman, 2003).
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15 *2.2 Assessing Healthcare Warehouses Performance*

16 Performance measurement is highly needed for any organization in order to highlight the existing
17 problems (Dixit et al., 2020) and there is a broad stream of literature focusing on the development
18 and on the assessment of warehouse and inventory performance, in both manufacturing and
19 healthcare sectors. The broad interest on the topic depends on the high impacts that warehouses
20 processes have on cost. As a matter of fact, purchasing and handling the inventory in a warehouse
21 can reach the 30% of the budget for a healthcare organization (Ozcan, 2005). As a consequence, lower
22 cost structures are often achieved by studying material logistics (Kotavaara et al., 2017). Thus, many
23 indicators related to logistics processes can be taken into account. In general terms, the warehouse
24 performance measurement requires the evaluation of the main resource inputs (typically labour and
25 capital) and multiple outputs resulting from warehouse operations (Karim et al., 2018). The logistics
26 processes that can be referred to a warehouse are associated with receiving, storing, picking and
27 shipping processes.
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29 If the aim of a study is to measure the whole behavior of a warehouse, the set of KPIs considered
30 should be associated to each cited sub process (Kusrini et al., 2018). By focusing on the healthcare
31 sector, the number of patients served in order to better estimate the demand, the number of stock out,
32 the delivery time for a drug and the number of stored unit loads are indicators considered by (Castro
33 et al., 2020) for measuring the consistency of an inventory policy in a warehouse.
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35 Table 1 presents a review of the most relevant warehouse performance indicators developed based on
36 logistics literature on multiple manufacturing and service sectors, including healthcare. They are
37 classified according to the main warehouse processes and constitute the general framework
38 supporting the selection of the KPIs considered in this contribution.
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53 Table 1. Warehouse Performance Framework
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2.3 Selected KPIs for warehouse comparison

Generally speaking, a KPI gives a synthetic measure of a particular performance aspect, which in the case at issue is associated with logistic processes in healthcare warehouses (Badawy et al., 2016). Thus, the contribution of the KPIs in the present work is providing quantitative measures about the key logistics aspects that are then applied to compare the performance of the warehouse groups out of the performed Cluster Analysis.

The set of KPIs chosen for the study is following presented, highlighting their importance in a healthcare warehouse. In particular, the indicators have been identified and measured in order to track the main logistics performance in terms of both stocks and flows. First, the number of items, intended as the number of SKUs managed in the warehouse, has been considered since is an important parameter in studying warehouse systems (Thomas and Meller, 2015). In fact, the number of SKUs drives the computation of safety stocks, the inventory investments and costs, and in turn, the responsiveness to demand changes (Teunter et al., 2017). In addition, such an indicator might influence the amount of space that is required with consequent impacts on costs (Dixit et al., 2020). In this context SKUs assume a crucial importance since, being the demand for healthcare products, their availability should be always guaranteed (Muyinda and Mugisha, 2015). In addition, the Total Value of Delivery has been taken into account. It here represents the economic value of goods that each warehouse ships to points of use (e.g. hospital wards, laboratories, etc.) on a yearly basis. The present indicator addresses the concept of the value of delivered products. In this sense it can be considered as a proxy of the inventory cost that is a key issue for each organization in managing its warehouse operations (Johansson et al., 2020). In fact, if stock-out occurs there could be even treatment problems for patients (Saha and Ray, 2019). On the other hand, holding a high level of inventory can result in high expenditures with lower availability of capital for other purposes (Maestre et al., 2018). This aspect might be also related to the lack of awareness by the medical staff about how to deal with logistics issues (Castro et al., 2020). Moreover, the average inventory level of stock products at the end of each month of the reference year for data collection is analyzed. The inventory level is a key quantity characterizing warehouse activities (Silver, EA, Pyke, DF, Peterson, 1998). As for the indicator Total Value of Delivery, it has been measured as an economic value (Lega et al., 2013), and not as number of units, because the great variety of physical sizes characterizing healthcare products does not allow a reliable assessment of the inventory level in terms of number of products stored.

Finally, the yearly number of both incoming and outgoing order lines (Stock in order lines and Stock out order lines) is measured for considering the activities that are required for managing incoming and outgoing orders (Cagliano et al., 2012). In particular, this variable is related to the need of

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3 specialized personnel devoted to material handling and order fulfillment process tasks (Stecca et al.,
4 2016). In addition, the handling of medical items can heavily impact the operations costs (Ferretti et
5 al., 2014). Often an order consists of one or more order lines (van der Gaast et al., 2019) and the
6 number of orders that are processed is a typical aspect measured in studying warehouse operations,
7 including healthcare ones (Saha and Ray, 2019), since it might also bring to a significant increase of
8 logistics flows fragmentation (Lucchese et al., 2020). These orders are the ones placed by the hospital
9 wards and the local healthcare agencies served by a warehouse. As the number of orders increases,
10 the complexity that a warehouse faces grows up (Pinheiro et al., 2019).

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12 De Vries and Huijsman (de Vries and Huijsman, 2011) identify measuring performance as one of the
13 five main future research areas in healthcare SCM. For this purpose, different indicators can be
14 defined, each of them assessing a specific performance related to a particular activity part of one of
15 the processes in the healthcare delivery system. In particular, KPIs should focus on all the three
16 process types assisting healthcare systems in converting inputs into outputs, namely clinical,
17 management, and ancillary ones.

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19 Following these guidelines, several authors propose performance measurement systems in different
20 areas, not only related to SCM. One interesting contribution is offered by Kruk and Freedman (Kruk
21 and Freedman, 2008), who develop a framework suggesting three performance categories:
22 effectiveness, equity, and efficiency of the healthcare service. Effectiveness addresses access to care,
23 quality of care, health status improvement, and patient satisfaction. Equity is related to fair financing,
24 risk protection, and accountability as well as to providing the same access to care and the same quality
25 level to all the groups of patients. Finally, efficiency analyzes healthcare administration by looking
26 at economics aspects such as funding and cost-effectiveness of the delivered services. Another
27 performance topic that is recently receiving attention is associated with the environment. Healthcare
28 services rely on a significant amount of hazardous materials and produce polluting outputs. Assessing
29 the hospital environmental performance with specific KPIs may lead to a reduction in the
30 environmental impact and an improvement in process quality (Pasqualini Blass et al., 2017).

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32 A significant number of authors focus on logistics performance indicators in the healthcare industry
33 by addressing both the internal SC of a hospital and the external one linking multiple institutions.
34 Hassan and others (Hassan et al., 2006) evaluate the performance of the internal flow of
35 pharmaceutical products to care units by measuring indicators associated with order fulfillment,
36 response time, inventory days of supply, storage costs, and the distance travelled during deliveries.
37 Operating theatres are a key resource for hospitals and the required materials are as critical as drugs
38 not only from a clinical but also from a logistics point of view, also due to their economic value which
39 is very often significantly high. Moons and others (Moons et al., 2019) recognize such aspects and
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3 develop a literature review on performance measurement of inventory and material distribution
4 activities in operating rooms. Quality, time, financial, and productivity KPIs are investigated.
5 Performance indicators can also be a useful mean for benchmarking the internal logistics process of
6 a hospital (Feibert et al., 2019).
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10 Coming to the external SC, healthcare logistics performance is often studied together with the issue
11 of warehouse centralization. Within this research stream, Lega and others (Lega et al., 2013) put
12 forward and test a framework to assess the integrated SC performances in the public healthcare sector.
13 The costs and benefits of a SC centralization strategy compared to the traditional decentralized model
14 are discussed. The authors define a number of KPIs related to three performance dimensions,
15 operational costs, financial benefits, and organizational benefits. By focusing on warehouse
16 performance, the operating costs include the inventory square meters occupied, in order to help assess
17 warehouse management costs. Additionally, as part of financial and organizational benefits, the
18 “Warehouse Stock Value” and the “Percentage of Urgent Requests” indicators assist in monitoring
19 inventory management efficiency and logistics process standardization respectively. More recently,
20 Cagliano and others (Cagliano et al., 2016) develop a quantitative approach based on a pairwise
21 comparison between logistics KPIs performed through regression analysis. The purpose is assessing
22 the similarities and differences in the logistics management by a group of warehouses part of a
23 regional healthcare system, with the final goal of investigating the potential feasibility of a warehouse
24 centralization strategy. Some authors have started addressing the impact of Industry 4.0 technologies
25 (e.g. cloud computing) on the information sharing in multi-echelon hospital SCs as well as their role
26 in improving logistics performance and visibility (Gonul Kochan et al., 2018). Finally, the
27 sustainability topic is more frequently becoming part of healthcare SC performance management. In
28 fact, Leksono and others (Leksono et al., 2019) apply the Balanced Scorecard and the Analytical
29 Network Process to build a multi-dimensional performance measurement system that includes KPIs
30 assessing the use of green materials and technologies.
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46 In literature there is a still limited number of attempts to address SC performance in healthcare not
47 just from an operational point of view but also from a strategic one. Balcázar-Camacho and others
48 (Balcázar-Camacho et al., 2016) deal with how delivery times, production costs, and customer service
49 perceptions can be positively affected by a coordinated SC planning. Moons and others (Moons et
50 al., 2019) point out that measuring SC performance is fundamental not only to address operational
51 inefficiencies but also as an effective input to decision-makers in order to evaluate the implementation
52 of alternative logistics strategies. In that way, performance indicators can be considered as an
53 effective tool to monitor management policies such that logistics managers can make evidence-based
54 decisions in order to optimize inventory and distribution.
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3 However, very few studies have attempted to measure the impact of SC strategies in the public
4 healthcare sector and provide useful insights for managers and policy-makers involved in strategic
5 decisions in the health SC (Nollet et al., 2008). Also, although the growing interest in performance
6 management in the healthcare sector (Silva and Ferreira, 2010), there is a lack of contributions
7 offering quantitative and systematic approaches to compare the performance of multiple warehouses
8 by clustering them according to similar levels of logistics service. The existing approaches to
9 healthcare performance analysis make use of methods and tools like Discrete Event and System
10 Dynamics simulation, decision-making models such as the Analytic Hierarchy Process, Analytic
11 Network Process, and the Decision Making Trial and Evaluation Laboratory (Dematel), or operations
12 research methodologies as the Data Envelopment Analysis (Gonul Kochan et al., 2018; Günal and
13 Pidd, 2010; Leksono et al., 2019; Otay et al., 2017).

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15 Thus, frameworks are need to simultaneously investigate the performance of a number of different
16 warehouses under multiple dimensions. This would provide decision-makers with a comprehensive
17 picture of the current state of the art of logistics performance in their healthcare systems useful to
18 guide them in setting appropriate strategies. Such frameworks would benefit from the application of
19 consolidated statistical methods, which are currently not so frequently implemented in healthcare SC
20 performance analysis.

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22 The present work puts forward a new approach relying on a well-known statistical tool, namely
23 Cluster Analysis, to analyze and compare the values of key logistics performance measures in
24 multiple warehouses and suggest insights to better understand their performance status and its
25 determinants. Cluster Analysis has been selected as it constitutes an objective method to determine
26 which warehouses share a similar performance level and which do not, based on numerical
27 computations and not just on subjective judgments, which might introduce bias in the assessment. It
28 is a valuable characteristic in healthcare logistics management where many strategies are defined
29 based on the personal perceptions and experience of the decision-makers involved (Cagliano et al.,
30 2021). Moreover, this empirical approach is designed to handle a relevant quantity of observations,
31 and thus address many warehouses, making the proposed method suitable for supporting large-scale
32 analyses at regional levels or, in general, in homogenous geographical areas. Such a feature is also of
33 paramount importance in healthcare because there is an urgent need to redesign logistics networks by
34 carefully considering and efficiently exploiting the available resources on a territorial level, in order
35 for example to avoid redundant duplications of stocks and transit points (Elhachfi Essoussi and Ladet,
36 2015).

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38 Finally, even if Cluster Analysis is broadly established in operations management, it is scarcely
39 applied to healthcare logistics processes. To the best authors' knowledge, there are very few
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3 contributions in this field, mainly related to logistics service provider selection by healthcare
4 manufacturers (Tu et al., 2021) and logistics optimization in surgical instrument sterilization plants
5 (Fogliatto et al., 2020). However, Cluster Analysis applications to the management of healthcare
6 warehouses and the related performance are still missing.
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10 In this work the warehouses under investigation are grouped into homogenous clusters sharing the
11 same organizational characteristics as far as inventory levels and logistics flows are concerned. In
12 other words, warehouses are classified according to the size of their stocks and flows. Thus, the
13 performance comparison is carried out among warehouses with similar features, which allows
14 achieving reliable results.
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20 **3. Research Methodology and Approach Development**

21 *3.1 Cluster Analysis Variables and Sample Selection*

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26 The research has been conducted through the following steps. First, the population of healthcare
27 warehouses has been defined. For the present study it has been set as the population of warehouses
28 part of the Italian public healthcare system, which has been object of logistics and SC interventions
29 by several regions in the last 15 years (Lega et al., 2013). The sample is then constituted by all the
30 warehouses part of a healthcare system in a broad regional area of Italy that is currently considering
31 new warehouse and inventory management strategies, including centralization, to improve logistics
32 efficiency. The names of the region and of the associated healthcare agencies and hospitals cannot be
33 disclosed for confidential reasons.
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40 The overall sample has been divided into four smaller samples of healthcare warehouses according
41 to the different kinds of products and the two material policies, stock and direct delivery, presented
42 in Section 2.1. This allows to obtain set of warehouses that are homogeneous, in terms of both
43 products and management policies, and thus comparable within each single group. The first sample
44 is dedicated to consumable products managed as stock items. The second one to consumable products
45 that are directly delivered to points of use. Similarly, the last two ones are associated with drug Stock
46 Keeping Units (SKUs) that are treated as stock and direct delivery products respectively. Medical
47 devices have been associated to direct delivery drugs, sharing similar features in terms of both
48 economic value and material management approach.
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55 The variables presented in the Literature Review section considered in this study and subjected to
56 Cluster Analysis are listed in Table 2. Such a table reports a description of the data that have been
57 gathered for each kind of warehouse under study to numerically assess the variables included in the
58 developed approach. The choice of analyzing the impact on performance of variables related to
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logistics stocks and flows is driven by the peculiar characteristics of healthcare warehouses as well as the features of the ones under study. Drug and consumable product warehouses are characterized by very limited return flows, often associated with reusable unit loads adopted for delivery to points of use (Nguyen et al., 2002). In fact, expired drugs are mainly disposed by hospital wards, without returning them to the warehouse, and consumable products either do not have an expiration date or their useful life period is quite long. Additionally, these are not retail warehouses where return flows of goods not matching customer requirements are relevant. For such reasons reverse logistics was not taken into account in the proposed approach. Then, the selected warehouses share a very low level of technology, relying on traditional storage and material handling systems (e.g. transpallets and traditional counterbalanced forklifts) and implementing manual picking operations. Therefore, technology cannot be used to differentiate the performances of these warehouses.

Data collection was performed by means of on field analyses and semi-structured interviews to both hospital and warehouse managers over a period of one year. To be more precise, the columns of Table 2 show the sample size, the mean, the standard deviation, the minimum, the first quartile (Q1), the median, the third quartile (Q3), and the maximum for every variable.

Table 2. Description of the Dataset

Primary data collection was carried out. Coherently with the variables part of the developed approach, the gathered data can be broadly divided into three groups associated with warehouse general characteristics, stock, and flows. The information about the general characteristics includes the hospitals served by each warehouse, together with their number of beds, the warehouse usable floor area, the clearance below truss, the number of operators, and the associated working hours. The stock data comprise the number of SKUs managed by each warehouse and the average inventory level over one year per SKU. This last value was recorded as both number of units and the related economic amount expressed in Euros, although only the latter is considered in the analysis. Finally, the flow information keeps track of the quantity of products delivered by each warehouse to points of use over one year, for both stock and direct delivery items. Similarly to the inventory level, both the number of units and the associated economic value were assessed, although only the latter is included in the analysis. Additionally, the yearly number of incoming and outgoing order lines of stock and direct delivered products was gathered.

3.2 Empirical Approach Development

For every warehouse sample a Cluster Analysis is conducted for identifying common patterns (Mora et al., 2019). In particular, this method aims at grouping data into a few cohesive clusters, so that the objects within a cluster have high similarity. On the contrary, they are very dissimilar to the objects

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3 in other cluster (Everitt et al., 2011). In other terms, the aim of the Cluster Analysis is to classify the
4 observations of a sample into homogeneous groups. A group can be called homogenous if its
5 members are close to each other, but they differ considerably from those of the another groups
6 (Mardia et al., 1979). Similarities and dissimilarities are evaluated according to the different
7 attributed values that describe the objects of the sample and are related to distance measures. In
8 particular, the Pearson coefficient is used for evaluating the distance between the correlation
9 coefficients and in turn to measure the proximity between the objects (Jung and Chang, 2016). The
10 Ward linkage method is adopted since it is the one that ensures the smallest internal deviance
11 (Rampado et al., 2019). When applying Cluster Analysis, the sample size is an important issue, since
12 it might affect the statistical confidence. In particular, it should be large enough for including the
13 possible patterns related to the process phenomena. The analysis can be conducted with a sample size
14 N equal to 25, even if with more than 50 observations an improvement of the reliability of results can
15 be observed (Wärnefjord et al., 2010). In the proposed research two samples show a size larger than
16 50 and two equal to or greater than 25.

Table 3. Results of Cluster Analysis

Table 3 shows the results of the four cluster analyses carried out for every kind of warehouse. For
each category, three clusters are identified. One of the key aspects of cluster analyses is to determine
an appropriate number of groups. Researchers typically face the need to balance the parsimony, in
the sense that a small number of clusters allows to easily carry out comparisons and trace consistent
conclusions, and the accuracy that it is expected to increase with the number of groups (Diaz et al.,
2003). In general terms, the number of appropriate clusters is unknown (Sahmer et al., 2006) and it
is a very challenging and difficult issue in Cluster Analysis (Yao et al., 2019). In fact, there is no
commonly accepted method to establish the number of clusters in a studied population (Nylund et al.,
2007) and the exact number of clusters can be difficult to be determined (Park and Kim, 2020).
Lehmann (1979), indicates as a K number of clusters a value included in this interval $(N/60) < K < (N/30)$,
where N is the number of objects of the sample. However, this method has been considered
to be very restrictive especially if N is small. At the same time, with very large values of N, K could
be too great for carrying out consistent analysis (Diaz et al., 2003; Chrstiansen et al., 2003; Brusco et
al., 2017). Therefore, the common approach is to repeatedly run the clustering algorithm several
times until a satisfactory result is obtained (Zhu et al., 2019). The number of objects of every cluster
is similar for three out of the four samples under study, meaning that the observations of each sample
are homogeneously distributed. In addition, a one-way Analysis of Variance (ANOVA) is completed
as an internal consistency procedure, in order to check if the differences come up from the Cluster

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3 Analysis are significant and in turn confirmed. As suggested by Milligan (1996), ANOVA can be
4 useful to validate clustering solutions.
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8 Table 4. Cluster Mean Values
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10 Table 4 reports the values of the means of each cluster for all the variables taken into account in the
11 Cluster Analysis. Three variables affecting the stocks and the main logistics flows managed in a
12 warehouse, selected according to the KPI literature framework presented in Table 1, are here added
13 in order to deeply investigate the Cluster Analysis results and identify possible different patterns for
14 the warehouses at issue that represent their current situation. This in turn might suggest decision-
15 makers appropriate strategies for each warehouse cluster, according to the guidance perspective of
16 performance management (Smith, 2002) adopted in the present work. The specific variables are
17 chosen since they are recognized by literature as key determinants of warehouse performance. First,
18 the Number of Beds available in a hospital is selected because it can be considered a proxy of the
19 hospital size and in turn of the demand for both drugs and consumable products faced by the
20 warehouses serving it (Atumanya et al., 2020; De Marco and Mangano, 2013). In other terms, the
21 number of beds measures the capacity to hospitalize patients (Best et al., 2015; Nguyen et al., 2005)
22 in a given time span and contributes to define the quantity of needed healthcare materials (Aptel and
23 Pourjalali, 2001) that warehouses will have to deliver in the same period. Thus, the number of beds
24 significantly influences the warehouse activities and its performance: this is the reason why such a
25 variable is included in the study. Also, the usable floor area is another relevant factor for assessing
26 warehouse operations (Gu et al., 2010; Lega et al., 2013; De Marco et al., 2010). It is part of the
27 analysis because the warehouse physical size drives the value of its storage capacity and,
28 consequently, the ability to make products available in order to timely satisfy the demand. In fact, the
29 warehouse storage capacity is the amount of space to accommodate products so that a desired service
30 level is met (Lee and Elsayed, 2005). Storage capacity, together with workforce staffing, impact the
31 responsiveness and effectiveness of product movements (De La Fuente et al., 2019). Therefore, Full
32 Time Equivalent (FTE) is introduced as a third variable. It is expressed by the ratio of total paid hours
33 in a certain period over the number of working hours in that period (Kyyr  et al., 2019) and measures
34 the actual personnel working in a warehouse. This variable is important in order to understand
35 whether the workforce is aligned with the total warehouse workload required by receiving, storage,
36 and delivery activities according to the healthcare material demand level.
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39 The average values for each cluster of the variables Number of Beds, Usable Floor Area, and FTE
40 will be compared with the mean values of the five variables involved in Cluster Analysis as discussed
41 in Section 4.
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In order to check the consistency of the results obtained with the Cluster Analysis, an ANOVA is also conducted. It is statistical methods largely applied in order to explore the differences in terms of impacts of categorical factors on a dependent variable (Aristizabal et al., 2019). Therefore, it has been selected as a suitable approach for the aim of this research. Other methods might be taken into account, such as the Kruskal-Wallis test. Even though, this no-parametric test considers the effects of categorical factors, it is focused on the value of medians, often associated with ordinal scales such as the Likert scale (Panchal et al, 2020; Mangano et al, 2021; Arditi et al., 2015). Thus, this method has been not considered as the most suitable one. Sample size is a critical issue in carrying out an ANOVA. As for many statistical approaches, the larger the sample, the more reliable are the results that are obtained. However, ANOVA could be completed even with a sample size equal to 20, with no noteworthy potential bias (Meyners and Hasted, 2021). In this analysis, the categorical factors are the three identified clusters of the Cluster Analysis and the variables used for tracing the healthcare warehouses' characteristics are the dependent ones. The null hypothesis of the ANOVA is that no significant differences exist among the different groups under study. If the p-value obtained running the test is lower than a critical threshold that is typically equal to 5%, the null hypothesis has to be rejected, and it turns possible to affirm a difference among the groups considered (Rezaei et al., 2018). In this paper, the final aim of the ANOVA is to check if the different clusters obtained, are actually different for every variable taken into account. Thus, the test is carried out for every kind of warehouse and for each variable of the study. A first statistical analysis checks if the response variables for the ANOVAs are approximately normally distributed (Kozak and Piepho, 2018) by using the normal probability plot (De Marco et al., 2012). When data show a non-normality of records, a logarithmic transformation is applied to the response variables at issue, so that the transformed variables result to be normal distributed and can be used as response factors (De Marco and Mangano, 2011). Figure 1 shows an example of variable that becomes normal after the logarithm transformation.

Figure 1. Example of Normal Probability Plot before and after the logarithm transformation

18 ANOVAs are completed overall. The cases of tests carried out with the logarithm of the response variable are shown in italics font. Table 5 shows the results obtained.

Table 5. Results of the ANOVA

Through the ANOVA it can be demonstrated the consistency of the Cluster Analysis carried out. As a matter of fact, all the tests prove to be significant, meaning that the Cluster Analysis has been able to properly group the warehouses in the samples. In addition, the R-Squared is considered as a measure of the explanatory power of the model (De Marco et al., 2017). It represents the percentage

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3 of the variability that an empirical model is able to capture (Everitt and Skrondal, 2002). An
4 appropriate R-Squared value depends on the application fields and the values derived from the present
5 study are in most of the cases higher than 50%, that can be considered as acceptable (Newbold et al.,
6 2012).
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10 11 12 13 **4. Analysis of Results** 14

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16 As a preliminary statement, it is worth highlighting that the aim of the developed approach is
17 comparing and contrasting the outcomes obtained for the three clusters in each of the four samples
18 under investigation. As a matter of fact, based on what discussed in Section 2 and Section 3, clusters
19 in different warehouse samples cannot be compared because of the heterogeneous characteristics of
20 the managed products (drugs vs consumables) and the different material management policies (stock
21 vs direct delivery).
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24 In order to address the results obtained by the proposed methodology, and in particular explain the
25 outcomes of the Cluster Analysis, the following ratios have been computed with the average cluster
26 values of the warehouse variables previously presented, both the five ones involved in the Cluster
27 Analysis and the additional variables presented in Section 3.2 (Table 6). The main purpose of
28 calculating these ratios is confirming the behavior of each of them is aligned with that of the variables
29 used to identify the three clusters resulting from the Cluster Analysis. The first ratio compares the
30 number of yearly outgoing order lines with the FTE value, thus assessing the operators' productivity.
31 It has been included in the analysis because it is one of the key factors of global warehouse
32 productivity (Karim et al., 2018) and is useful to assess whether the current warehouse workforce is
33 consistent with the amount of logistics flows they have to support (Klodawski et al., 2018). Such
34 flows are measured as the number of order lines picked and prepared for delivery because, as already
35 mentioned, the warehouses at issue are usually equipped with traditional storage racks
36 accommodating entire unit loads. This makes the workload required by receiving and putting away
37 incoming products significantly lower than that related to picking and packaging single outgoing
38 boxes (Cagliano et al., 2016). The ratio of the number of SKUs to the usable storage floor area has
39 been then considered because it gives an idea of the item storage density and in turn of how adequate
40 the warehouse space is compared to the amount of products to be stocked (Faber et al., 2013). The
41 present ratio has been taken into account because an optimal utilization of the storage space is crucial
42 for undersized warehouses or expensive storage areas like the ones associated with refrigerated
43 systems (Gamberini et al., 2008). The total yearly economic value of delivered products over the
44 inventory economic value, namely the Inventory Turnover ratio, is a reliable measure of how fast the
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inventory is replenished. A high value means products spend a short time in stock and thus it proves a good inventory management (Silver, EA, Pyke, DF, Peterson, 1998). The Inventory Turnover ratio is a performance indicator that can guide strategic decisions (Wan et al., 2020) and show how successful are organizations in reducing inventory waste (Demeter and Matyusz, 2011). The last two ratios have been assessed just for stock products, while for direct delivery products they have been replaced by the Total Value of Delivery divided by the number of SKUs. This indicator shows in economic terms the amount of products delivered for each SKU over one-year period and is useful because it allows to make considerations on the appropriateness of managing such items by applying the direct delivery strategy. In fact, the inventory policy of each SKU is also influenced by the yearly sale volume (van Kampen et al., 2012). Finally, all the four warehouse samples have been compared through the ratio Total Value of Delivery over Number of Beds in order to obtain a normalized value estimating the level of demand of the hospitals served by each warehouse (Aptel and Pourjalali, 2001).

Table 6. Variable Ratios

For the Stock Consumable Products, the first cluster includes the largest warehouses, with many SKUs managed and a lot of inventory stored, together with a large amount of orders delivered. This result is reflected by the average number of beds and by the FTE value that are the highest ones in this cluster. On the contrary Cluster 3 is made up by small warehouses with a limited number of SKUs and, as a consequence, fewer logistics activities that need to be carried out. Cluster 2 presents intermediate values for the variables considered meaning that for the Stock Consumable Products warehouses, the Cluster Analysis has been able to clearly group the observations of the sample.

Looking at the same warehouse sample, the results of the ratio between the number of orders lines processed and the FTE are not coherent with the outcomes of the Cluster Analysis. In particular, both Cluster 1 and Cluster 2 show values more than 100% greater compared with Cluster 3. This means that there is not a proper balance of the workload among the warehouses of the sample and a more effective organization of the human resources should be addressed. This results might also depend on the fact that the warehouses of the analysis are managed by different local healthcare agencies with different inventory policies and more in general different approaches for carrying out logistics processes.

On the contrary, the warehouse floor area exploitation is aligned with the outcomes of the Cluster Analysis. This means that warehouses managing a large number of SKUs also tend to have a relevant number of items stocked per each square meter. Similarly, fewer SKUs per square meter might show that the available storage floor area is not consistent with the total number of items handled. Such an outcome reflects a utilization of the warehouse area that might not be coherent with the number of

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3 items that need to be stored, due to a high level of product heterogeneity in terms of both type and
4 size. Also, the availability of new storage floor areas does not always keep the pace with the current
5 logistics needs. Although the Inventory Turnover does not fully reflect the Cluster Analysis results,
6 it proves to be of the same order of magnitude in each cluster. Its values show an acceptable
7 performance that could be the result of the recent public budget cuts that have forced more careful
8 inventory policies (Malovecka I et al., 2015). On the contrary, the values of the ratio between the
9 Total Value of Delivery and the Number of Beds are completely coherent with the outcomes of the
10 Cluster Analysis and reflect an appropriate demand level based on the size of the served hospitals.

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12 By observing the Direct Delivery Consumable Products, Cluster 3 includes the largest warehouses.
13 However, this group is made up of only two observations that can be considered as outliers. The
14 number of SKUs is not much higher compared with Cluster 2, even if the value of the delivered goods
15 and the number of order lines managed is significantly greater. Also the human workload appears to
16 be larger. In Cluster 1 there are smaller warehouses although the value of FTE is quite similar to the
17 Cluster 2 one. This might be due to the fact that the workforce required by some organizational
18 activities associated with logistics, such as the administrative ones, is independent from the number
19 of handled products (Krajnc et al., 2012). The dissimilar economic values of yearly deliveries among
20 the three clusters, caused by the heterogeneous types of consumable products that are usually
21 managed as direct deliveries based on hospital needs, are reaffirmed by the delivery values per each
22 hospital bed. This result is also stressed by the fact that the difference in the average number of beds
23 served in each cluster is not so high. A more detailed analysis of this product category is not feasible
24 since the quantity and type of items not stocked but directly delivered to points of use are extremely
25 volatile among different healthcare agencies and sometimes even among warehouses of the same
26 institution. In fact, the products at issue are associated with specific therapeutic requirements and
27 might not be used on a regular basis. Such an organizational structure is reflected by the outcomes of
28 the Cluster Analysis that has assigned only two observations to a cluster, meaning that it could be
29 difficult to clearly identify evident patterns.

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31 In the sample of Stock Drug warehouses, Cluster 1 presents the highest values in all the analyzed
32 variables, especially regarding to the Total Value of Delivery. Cluster 2 shows intermediate values,
33 and in Cluster 3 smallest warehouses can be observed. As already highlighted in the previous sample,
34 the FTE value for Cluster 2 and 3 is almost the same. Considering the ratio of Stock Out Order Lines
35 to FTE, it can be stated that the differences in its values among the clusters are not significant. This
36 might be due to the fact that different warehouses, dealing with a different amount of yearly order
37 lines, have coherent workloads assigned. Similarly, the behavior just outlined can be observed in the
38 values of the number of SKUs managed per each square meter that are quite similar for every cluster.

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3 As matter of fact, the size of drug product packages is quite standardized, enabling an appropriate
4 planning and management of the storage area.
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6 The Inventory Turnover confirms the results of the empirical analysis. The related values are higher
7 than the stock consumable products ones because drugs typically have shorter expiration dates that
8 stimulate a frequent stock replacement (Leaven et al., 2017). In addition, drugs are usually more
9 expensive than consumable products, thus the effects of reduced public budgets are even stronger for
10 the warehouses managing such a kind of products. In fact, in order to avoid waste of money, they
11 tend to always keep in stock an amount of goods able to cover the demand over a limited time period.
12 On the contrary, the yearly economic value of deliveries per each hospital bed is only partially
13 consistent with the Cluster Analysis outcomes due to the very small average number of beds served
14 by the warehouses in Cluster 3.
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16 Finally, for the Direct Delivery Drug sample the values associated with the 32 warehouses in Cluster
17 3 are the lowest ones, followed by Cluster 1 and then Cluster 2. As in the Cluster Analysis, for the
18 warehouses in Cluster 3 the ratio between Stock Out Order Lines and FTE is significantly low. Such
19 an evidence can be explained by the relevant number of local drug warehouses grouped together in
20 this cluster that, due to their nature, have a smaller number of order lines delivered per year than
21 hospital warehouses. In fact, according to the Italian public healthcare system, local drug warehouses
22 are smaller logistics units located throughout a geographical area in charge of distributing products
23 to patients affected by particular pathologies or who have specific therapies. This causes a small level
24 of logistics flows that in turn requires a low amount of workforce. The yearly economic value
25 delivered for each SKU is coherent with the Cluster Analysis. It is important to highlight that these
26 values are higher than the corresponding consumable products ones because the present item category
27 includes very specific and often expensive drugs that would not be efficiently managed with a stock
28 strategy. Finally, the ratio of the delivery value over the number of beds is consistent with the Cluster
29 Analysis results. Cluster 3, which includes many local drug warehouses, shows the lowest value for
30 this indicator due to the low value of deliveries and the reduced number of beds. In fact, local drug
31 warehouses do not serve hospital beds and usually manage more stock products than direct delivery
32 ones. Direct delivery products are more typical of hospital pharmacies, which may need particular
33 drugs only in certain situations.
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5. Implications and Conclusions

The study proposes a quantitative approach for classifying healthcare warehouses according to several relevant logistics aspects, such as the number and type of products managed (Teunter et al., 2017), the demand faced by each warehouse (Johansson et al., 2020), and the inventory level (Lega et al., 2013). The addressed warehouses deal with drugs and consumable products, managed as both stock and direct delivery items. The purpose of the research is to identify common patterns in warehouse management by taking a guidance perspective as suggested by Smith (Smith, 2002). In fact, his approach is based on measuring performance in healthcare systems in order to capture how they currently behave. Thus, the methodology proposed in this work aims to facilitate policy-makers in understanding the logistics status of different groups of warehouses, so that they are able to develop more tailored strategies for each of them.

To this end, an empirical analysis is carried out. In particular, the selected method is the Cluster Analysis that is broadly used in many fields of applications (Anuşlu and Firat, 2019). However, the use of this statistical approach appears to be quite limited in healthcare in order to address the behavior of logistics systems, and in particular warehouses. Through such a methodology, in the proposed analysis each warehouse is grouped with other similar ones by taking into account main stock and flow variables, such as the inventory level and the incoming and outgoing order lines just to mention some of them. This avoids comparing warehouses with heterogeneous behaviors in terms of their logistics processes. In fact, a more precise comparison can be carried out among similar warehouses belonging to the same cluster. The similarity in warehouse behavior, supporting the clustering purpose of this work, is established through specific logistics KPIs that are numerically evaluated in order to provide quantitative and objective measures to base the comparison on. Thus, KPIs, together with Cluster Analysis, play an essential role in making the developed approach more coherent than other approaches comparing warehouses and their performance based on subjective criteria or less structured methodologies (Zhu et al., 2019). As a matter of fact, the comparison is completed among warehouses belonging to the same cluster, thus avoiding analyzing warehouses with significantly different sizes in terms of stocks and logistics flows. The outcomes appear reliable and coherent. In fact, the warehouses belonging to the same cluster show similar behaviors for all the indicators considered. The results of the empirical model have been evaluated by carrying out a confirmatory ANOVA, which showed the consistency of the developed Cluster Analysis. This has also been proved by observing other parameters that contribute to determine the demand for healthcare products, the warehouse storage capacity, and its ability to handle the current material flows.

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3 The proposed work might be able to support a performance analysis including a plethora of
4 warehouses belonging to different healthcare institutions. This is an important point since quantitative
5 and structured approaches to performance management are often related to single organizations
6 (Feibert and Jacobsen, 2019; Hassan et al., 2006) and mostly refers to single warehouses (Moons et
7 al., 2019). On the contrary, the developed contribution takes a comprehensive perspective on multiple
8 warehouses of different healthcare agencies and it identifies a number of clusters, each of them with
9 homogeneous behavior. In this way, by observing the cluster features, it is possible to easily define
10 the general performance level of a specific warehouse group. As mentioned before, such an objective
11 has been achieved by proposing an approach integrating two main statistical tools, namely the Cluster
12 Analysis, for grouping the sample observations, and the ANOVA for confirming the consistency of
13 the obtained groups.

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15 This work originates several both academic and practical implications. From an academic
16 perspective, the present paper enlarges the body of knowledge on healthcare warehousing operations
17 by highlighting the need for properly comparing their performance comprehensively to support the
18 identification of any existing criticality (Dixit et al., 2020). Additionally, performances are here
19 compared and contrasted according to their similarities and differences, which could be a first phase
20 towards the development of a research stream aimed at an accurate warehouse system assessment
21 based on a combined view of different logistics performance aspects. Finally, the present study is
22 likely to stimulate research exploiting statistical methods. In fact, statistics is still scarcely used in
23 healthcare SCM although this sector might benefit from it through the implementation of consolidated
24 methods providing objective results. In fact, the combination of the Cluster Analysis and the ANOVA
25 has provided reliable outcomes, although, as highlighted by literature, their use is not completed
26 established in logistics healthcare studies (Otay et al., 2017).

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28 From a practical point of view, the proposed Cluster Analysis might support healthcare systems in
29 comparing the performance of their warehouses more properly and accurately. In particular, thanks
30 to a deep understanding of the logistics activities provided by the developed approach, it is possible
31 to easily assign a warehouse to a specific cluster according to its performance features, in order to
32 define appropriate management policies. Also, healthcare decision-makers might be supported in the
33 design of guidelines tailored to the peculiar logistics processes of the different warehouse groups.

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35 In addition, each warehouse is not analyzed independently from the others but in a comparative way,
36 which gives that level of detail about logistics processes that is necessary to healthcare policy-makers.
37 The issue related to performance has been gaining a lot of importance especially in the case of public
38 healthcare systems that have been facing significant cuts of public financial budget (De Marco and
39 Mangano, 2013) and consequently have to address more carefully their expenses. Within such an
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operational environment, this work could support comprehensive investigations of the managerial similarities and differences that can be considered as a first step towards warehouse aggregation in homogeneous logistics units (Cagliano et al., 2016). Appropriately assessing healthcare warehouse performance has acquired a critical importance during pandemic periods, such as the current SARS-CoV-2, wherein inventory strategies tailored to specific warehouse characteristics are key levers for ensuring timely and accurate supply of drugs and individual protection devices (Cundell et al., 2020). In addition, the performance aspects of warehouses associated with the inventory management and the distribution of vaccines for SARS-CoV-2 are demonstrating to be crucial for ensuring a proper and diffused vaccination campaign among the population (Arnold, 2020).

Moreover, the offered warehouse categorization could be considered as a method to assist policy-makers in formulating SC strategies tailored to the peculiar characteristics of each set of warehouses. This appears to be crucial also in the facility design or renovation phase, when potentially expensive aspects, such as the warehouse size or the storage capacity, need to be defined.

Warehouses are a system of the healthcare SC that might be significantly improved in order to increase its efficiency, especially in the light of the current trends requiring higher service level to patients by reducing costs at the same time. To this end, it is crucial to be focused on a SC more integrated with no stock redoubling, with consequent cost redoubling. In order to achieve higher levels of integration, it is important to know in detail the performance of every warehouse, considering that different groups of warehouses can have different behaviours and in turn different performance. Thus, the performance benchmark should be carried out among warehouse structurally similar. Therefore, Cluster Analysis allows to group different warehouses in different clusters, and within every cluster it is possible to perform the benchmark. Through the benchmark, and after groups of homogenous warehouses are found, it is possible to undertake their centralization according to geographical and managerial conditions. In such a way operations efficiency might be more easily achieved. In this perspective, the present work is a preliminary contribution for more easily implementing the warehouse centralization strategy, which is actually already exploited in many industrial sectors, including new-born ones. As a matter of fact, the centralization of the warehouses for electric vehicle batteries is a phenomena that can be clearly observed (Rafele et al., 2020). To conclude, the proposed approach might be useful in those operations contexts requiring a unique control of many different healthcare warehouses in a specific geographical area.

However, the present work suffers from some limitations. In particular, the proposed approach is mainly focused on a limited number of variables associated with healthcare warehouses. For instance, the effects on performance of the layout or the material handling systems are not addressed, although they recognized role in determining the operational performance (Huertas et al., 2007; Ramli et al.,

2017). Also, the application of the approach refers only to one regional healthcare system. A further limitation is related to the number of investigated warehouses. In fact, if on the one hand the number of drug warehouses looks appropriate, on the other hand the number of consumable product warehouses is actually limited. Such a sample characteristic, of course, impacts the empirical analysis performed and it is reflected by the size of the associated clusters. However, the number of consumable product warehouses in both the geographical area at issue and the entire Italian territory is quite reduced and this fact also dramatically emerged as one of the causes for the shortage of personal protective equipment (e.g. masks and gloves) and disinfectants experienced by Italian hospitals during the first phase of the Covid-19 pandemic (Veritti et al., 2020).

Thus, future research will be addressed towards enlarging the number of variables taken into account so that to include a more complete set of performance indicators in the Cluster Analysis, also related to warehouse design and equipment characteristics. Furthermore, the application of the developed approach will be extended to warehouses of other healthcare systems by also deepening the feedbacks from the associated healthcare practitioners about the results obtained by the proposed methodology. This will ultimately enable the comparison of the outcomes from the different healthcare systems studied.

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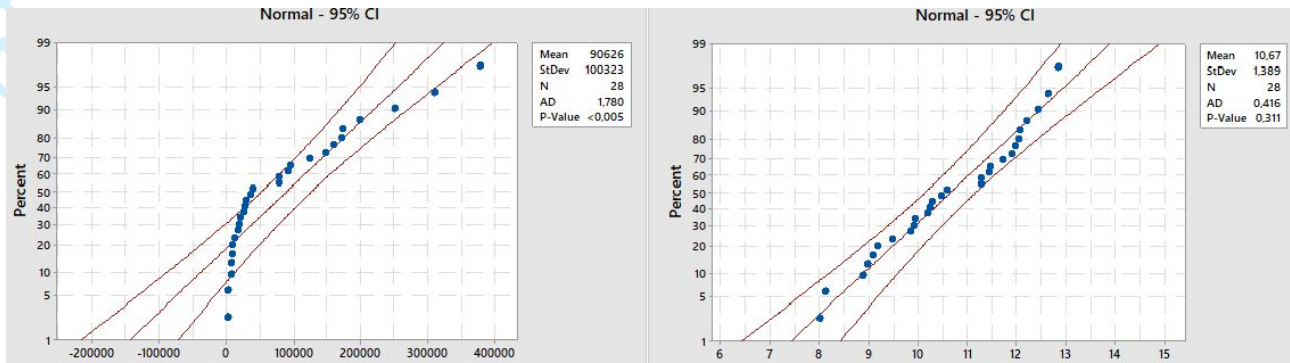


Figure 1. Example of Normal Probability Plot before and after the logarithm transformation

Warehouse Process	Main Key Performance Indicators	References
Receiving	Total number of incoming order lines; Receiving completeness; % Receipts processed accurately; Receipts per man-hour; Receiving processing time	Faber et al., 2013; Kritchanchai et al., 2018; Matopoulos et al., 2010 Frazelle, 2016
Storing	Putaway time; Putaways per man-hour; Inventory level; Inventory turnover; Inventory days on hand; Inventory Accuracy; Stock-out rate; Inventory carrying cost; Storage space cost per item; Useful warehouse area; Inventory per warehouse square foot; Warehouse storage capacity; Temperature-controlled storage capacity; Number of stored SKUs	Cagliano et al., 2011b; De Koster et al., 2007; Dixit et al., 2020; Faber et al., 2013; Gallmann and Belvedere, 2011; Gu et al., 2010; Lao et al., 2011; Rimiene, 2008; Staudt et al., 2015
Picking	Order picking time; Order lines picked per man-hour; Picking error rate	Yang and Chen, 2012; Zeng et al., 2019
Shipping & Delivery	Good preparation timeliness Order fill rate; Total number of outgoing order lines; Orders prepared for shipment per man-hour; Economic value of delivered products; % Urgent deliveries; Number of served hospital beds; Shipment error rate; Delivery reliability	Aptel and Pourjalali, 2001; Chen et al., 2021; Dixit et al., 2020; Kritchanchai et al., 2018; Ramaa et al., 2012; Schneller and Smeltzer, 2006; Staudt et al., 2015

Table 1. Warehouse Performance Framework

Stock Consumable Products									
Variable	Sample Size	Mean	StDev	Minimum	Q1	Median	Q3	Maximum	
SKUs [units]	28	2,643	2,369	292	613	1,533	5,393	6,373	
Total Value of Delivery [€/year]		5,902,937	5,711,784	64,852	925,703	33	8,709,731	20,585,726	
Inventory Value [€]		863,763	844,770	5,821	156,070	438,502	1,487,007	2,601,625	
Stock in Order Lines [units/year]		8,671	8,066	364	1,469	6,418	14,378	32,604	
Stock out Order Lines [units/year]		90,626	100,323	3,068	14,677	38,162	156,520	378,060	
Direct Delivery Consumable Products									
Variable	Sample Size	Mean	StDev	Minimum	Q1	Median	Q3	Maximum	
SKUs [units]	25	2,412	2,589	11	178	1,566	3,792	9,531	
Total Value of Delivery [€/year]		3,309,188	4,196,041	1,759	203,593	2,221,978	488,995	15,161,807	
Direct Delivery in Order Lines [units/year]		6,636	6,706	65	728	4,108	13,208	22,945	
Direct Delivery out Order Lines [units/year]		6,969	6,827	78	1,040	4,888	11,232	22,464	
Stock Drugs									
Variable	Sample Size	Mean	StDev	Minimum	Q1	Median	Q3	Maximum	
SKUs [units]	95	1,463	854	38	825	1,365	1,990	3,888	
Total Value of Delivery [€/year]		7,912,467	5,798,919	7,995	3,095,020	6,883,501	11,519,671	24,453,122	
Inventory Value [€]		676,191	494,018	21,779	302,389	530,932	979,781	1,891,574	
Stock in Order Lines [units/year]		5,250	3,906	52	2,500	4,108	7,228	15,589	
Stock out Order Lines [units/year]		49,237	45,073	104	14,560	36,146	71,344	185,369	
Direct Delivery Drugs									
Variable	Sample Size	Mean	StDev	Minimum	Q1	Median	Q3	Maximum	
SKUs [units]	63	749	772	18	62	572	1,208	3,425	
Total Value of Delivery [€/year]		1,949,631	2,110,917	5,325	194,809	1,180,044	2,834,173	8,524,569	
Direct Delivery in Order Lines [units/year]		2,151	2,102	35	316	1,716	3,380	8,528	
Direct Delivery out Order Lines [units/year]		2,676	2,636	36	320	1,820	4,368	9,724	

Table 2. Description of the Dataset

	Storage Consumable Products	Cluster 1	Cluster 2	Cluster 3
		10	7	11
	Direct Delivery Consumable Products	Cluster 1	Cluster 2	Cluster 3
		14	9	2
	Storage Drugs	Cluster 1	Cluster 2	Cluster 3
		26	31	38
	Direct Delivery Drugs	Cluster 1	Cluster 2	Cluster 3
		18	13	32

Table 3. Results of Cluster Analysis

Stock Consumable Products	Mean Cluster 1	Mean Cluster 2	Mean Cluster 3
SKUs [units]	4,730	2,871	599
Total Value of Delivery [€/year]	12,286,189	4,306,781	1,115,716
Inventory Value [€]	1,758,359	725,297	138,606
Stock in Order Lines [units/year]	17,245	7,606	1,554
Stock out Order Lines [units/year]	171,396	80,351	23,235
Number of Beds	395	321	268
Usable Floor Area [m2]	1,255	1,165	612
Full Time Equivalent [units]	19	8	5
Direct Delivery Consumable Products	Mean Cluster 1	Mean Cluster 2	Mean Cluster 3
SKUs [units]	897	4,302	4,513
Total Value of Delivery [€/year]	1,196,814	4,141,021	14,352,549
Direct Delivery in Order Lines [units/year]	1,632	11,630	19,195
Direct Delivery out Order Lines [units/year]	2,410	10,714	22,035
Number of Beds [units]	281	321	478
Usable Floor Area [m2]	647	949	3,000
Full Time Equivalent [units]	8	9	25
Stock Drugs	Mean Cluster 1	Mean Cluster 2	Mean Cluster 3
SKUs [units]	2,173	826	1,520
Total Value of Delivery [€/year]	15,460,325	1,996,056	7,387,421
Inventory Value [€]	1,212,430	241,001	664,312
Stock in Order Lines [units/year]	8,885	2,141	5,247
Stock out Order Lines [units/year]	62,697	27,000	46,763
Number of Beds [units]	212	110	87
Usable Floor Area [m2]	467	202	248
Full Time Equivalent [units]	9	4	5
Direct Delivery Drugs	Mean Cluster 1	Mean Cluster 2	Mean Cluster 3
SKUs [units]	955	1,774	217
Total Value of Delivery [€/year]	2,170,104	5,139,612	529,627
Direct Delivery in Order Lines [units/year]	2,885	5,089	545
Direct Delivery out Order Lines [units/year]	3,757	6,375	565
Number of Beds [units]	172	285	107
Usable Floor Area [m2]	359	472	220
Full Time Equivalent [units]	7	11	5

Table 4. Cluster Mean Values

	SKUs	Total Value of Delivery	Inventory Value	IN- Order Lines	OUT Order Lines
Stock Consumable Products					
p-value	0	0	0	0	0,002
R-Squared Adjusted	76,74%	70,22%	65,42%	79,49%	34,63%
Direct Delivery Consumable Products					
p-value	0,001	0	-	0	0
R-Squared Adjusted	40,48%	71,61%	-	82,51%	75,87%
Stock Drugs					
p-value	0	0	0	0	0
R-Squared Adjusted	34,54%	84,65%	57,30%	45,82%	19,88%
Direct Delivery Drugs					
p-value	0	0	-	0	0
R-Squared Adjusted	71,65%	70,61%	-	73,79%	78,71%

Table 5. Results of the ANOVA

Stock Consumable Products	Cluster 1	Cluster 2	Cluster 3
Stock out Order Lines/FTE [units/year/person]	9,166	10,301	4,647
SKU/Usable Floor Area [units/m ²]	3.8	2.5	1.0
Total Value of Delivery/Inventory Value [dmnl]	7.0	5.9	8.0
Total Value of Delivery/Number of Beds [€/year/units]	31,104	13,417	4,163
Direct Delivery Consumable Products	Cluster 1	Cluster 2	Cluster 3
Direct Delivery out Order Lines/FTE [units/year/person]	301	1,231	889
Total Value of Delivery/SKU [€/year/units]	1,334	963	3,180
Total Value of Delivery/Number of Beds [€/year/units]	4,259	12,900	30,026
Stock Drugs	Cluster 1	Cluster 2	Cluster 3
Stock out Order Lines/FTE [units/year/person]	7,376	7,105	8,823
SKU/Usable Floor Area [units/m ²]	4.7	4.1	5.1
Total Value of Delivery/Inventory Value [dmnl]	12.8	8.3	11.1
Total Value of Delivery/Number of Beds [€/year/units]	72,926	18,146	84,913
Direct Delivery Drugs	Cluster 1	Cluster 2	Cluster 3
Direct Delivery out Order Lines/FTE [units/year/person]	529	569	123
Total Value of Delivery/SKU [€/year/units]	2,272	2,897	2,441
Total Value of Delivery/Number of Beds [€/year/units]	12,617	18,034	4,328

Table 6. Variable Ratios

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3 **Analyzing performance in Classifying healthcare warehouses: a proposed according to their**
4 **performance.**
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6 **A Cluster Analysis-based approach**
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10 **Abstract**
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13 **Purpose** - The objective of this paper is to propose an approach to comparatively analyze the performance of
14 drugs and consumable products warehouses belonging to different healthcare institutions.
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16 **Design/methodology/Approach** - A Cluster Analysis is completed in order to classify warehouses and
17 identify common patterns based on similar organizational characteristics. The variables taken into account are
18 associated with inventory levels, the number of SKUs, and incoming and outgoing flows.
19

20 **Findings** – The outcomes of the empirical analysis are confirmed by additional indicators reflecting the
21 demand level and the associated logistics flows faced by the warehouses at issue. Also, the warehouses
22 belonging to the same cluster show similar behaviors for all the indicators considered, meaning that the
23 performed Cluster Analysis can be considered as coherent.
24

25 **Research limitations/implications** – The study proposes an approach aimed at grouping healthcare
26 warehouses based on relevant logistics aspects. Thus, it can foster the application of statistical analysis in the
27 healthcare Supply Chain Management. The present work is associated with only one regional healthcare
28 system.
29

30 **Practical implications** - The approach might support healthcare agencies in comparing the performance of
31 their warehouses more accurately. Consequently, it could facilitate comprehensive investigations of the
32 managerial similarities and differences that could be a first step towards warehouse aggregation in
33 homogeneous logistics units.
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35 **Originality/value** – This analysis puts forward an approach based on a consolidated statistical tool, to assess
36 the logistics performances in a set of warehouses and, in turn to deepen the related understanding as well as
37 the factors determining them.
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48 **Keywords**

49 Healthcare, logistics, performance management, warehouses, Cluster Analysis
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1. Introduction

In the last twenty years healthcare providers in industrialized countries have faced a growing aging of population, with a consequent increase in the need for healthcare services, together with shrinking budgets, especially for those systems ~~which~~that are largely public funded. Thus, they have been subjected to the challenge of providing high quality treatments while cutting operations costs (Feibert and Jacobsen, 2019). Among such costs, material management and logistics play a significant role since it has been proved that they account for around 38% of the total expense, when this ratio is limited to 5% in the retail industry and to 2% in the electronics sector (Johnson, 2015).

In such a context, although some decades later than the manufacturing industry, supply chain management (SCM) has become a key lever to contain expenditures and improve competitiveness in the light of steadily increasing costs. The most popular SCM topics span different fields, from SC configuration, to procurement management, warehouse and inventory management, and drugs and other materials delivery to the patient beds, together with their administration (Mustaffa and Potter, 2009; de Vries and Huijsman, 2011).

Among them, warehouses and inventory management have been largely neglected by researchers and practitioners and only recently have gained momentum as main drivers of efficiency without compromising the level of patient care (Volland et al., 2017). However, actions to improve warehouse processes also require ways of checking whether they are successful. To this end, a performance management system, evaluating a set of appropriately defined Key Performance Indicators (KPIs), should be adopted. Based on Smith's work (Smith, 2002), performance management in the healthcare sector has three roles, namely guidance, monitoring, and response. The guidance function aims to convey strategies and objectives to policy-makers, intermediate managers, and front-line staff. The monitoring function verifies whether guidance has been followed and the associated targets achieved. Finally, the response function fosters actions to correct performance problems and to stimulate improvement.

Relatively few literature contributions ~~focus on assessing~~assess logistics performance in healthcare organizations and in their warehouses (Gonul Kochan et al., 2018; Leksono et al., 2019; Moons et al., 2019). Such works usually focus on measuring the performance of single healthcare systems and there is a substantial lack of methodologies to numerically contrast and compare the logistics outcomes of multiple warehouses. Thus, given the relevance of warehouses in SCM in general and in the healthcare sector in particular, this is a research stream that deserves further attention, also because nowadays very often policy makers look at the redesign of healthcare warehouses and their operations as the key to reduce inefficiencies and unnecessary costs.

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3 In order to contribute to close such a research gap this work deals with healthcare performance by
4 taking a guidance perspective. Compared to the other two performance management perspectives
5 suggested by Smith (Smith, 2002), the guidance one is deemed to be of paramount importance by the
6 authors because, by enabling setting goals, it constitutes an unavoidable first step towards measuring
7 the achievement of such objectives through KPIs (monitoring perspective) and then addressing
8 possible criticalities (response perspective). The present research puts forward an approach based on
9 a consolidated statistical tool, namely Cluster Analysis, to comparatively study the logistics
10 performance in a set of warehouses and, thus, deepening their understanding as well as the factors
11 determining them. To reach the purpose, warehouses are classified in homogeneous groups sharing
12 common organizational features in terms of size of stocks and logistics flows. The approach has been
13 then applied to a regional healthcare system in Italy. Finding commonalities and differences in
14 warehouse performance in the various clusters through the proposed methodology supports decision-
15 makers in setting appropriate healthcare logistics strategies for each of them, hence the guidance
16 perspective function, based on the actual organizational behavior of the warehouses they manage.
17 The reminder of the paper is organized as follows. Section 2 performs a literature review on the major
18 topics in which the research is framed. Section 3 presents the methodology and discusses the
19 development of the approach, while Section 4 analyses the outcomes of its application. Finally,
20 Section 5 conveys research implications and conclusions.
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36 **2. Literature Review**

37 *2.1 Logistics and Warehouse in Healthcare Sector*

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41 SCM concerns the optimal functioning of various logistics activities, with the aim of controlling their
42 performance and improving their efficiency. SCM was developed initially in the context of
43 manufacturing but its introduction is also beneficial to the healthcare sector, where it shows an
44 important impact on hospital performance (Parnaby and Towill, 2009). In such a context SCM has
45 the potential to reduce waste, prevent medical errors, increase productivity, improve quality of care,
46 service and operational efficiencies (Cagliano et al., 2011a; Doerner and Reimann, 2007; Ford and
47 Scanlon, 2007). Therefore, it becomes increasingly important to intervene in the healthcare SCM, and
48 in particular in the healthcare logistics processes. The healthcare SCM implies to manage the entire
49 SC (Mustaffa and Potter, 2009), that is very fragmented with many different parties at its various
50 stages. Also, in healthcare there are typically many buying institutions and a relatively small number
51 of suppliers. By focusing on the internal SC, processes are performed within hospitals and comprise
52 product and information flows from receiving, replenishing, picking, etc. (Rossetti et al., 2012)
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3 including purchasing, inventory, distribution, and consumption functions. Among these activities, the
4 warehouse ones play a crucial role.
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6 Healthcare warehouses traditionally deliver to point of use inventories, such as ward inventories, that
7 are typically closer to patients (Bijvank and Vis, 2012). Hospital warehouses have to manage three
8 main types of materials, namely drugs, surgical and medical products, and consumable goods (Kumar
9 et al., 2005) which must be supplied correctly to the patient bed. These products bring specific
10 requirements in order to effectively support patient care and, as a consequence, pose different
11 implications to warehouse performance. Drugs and medical devices are both vital to achieve patient
12 health, and thus their timely availability needs to be ensured appropriately (Pineiro et al., 2019). The
13 variety of drugs products managed by a hospital warehouse should be consistent with the current and
14 future medical treatment needs, taking into account that the latter are highly unpredictable, making
15 drug demand extremely uncertain and volatile (Rosoff, 2012), especially when specific medicine
16 specialties are concerned. Additionally, drugs are subjected to expiration dates, which negatively
17 affects warehouse performance in case of stocking large quantities of unnecessary items. Some drugs,
18 like for instance antitubercular ones, are also characterized by high costs, causing relevant economic
19 values associated with stored products if not subjected to high turnover rates. Medical devices include
20 implants and other devices that usually become part of the human body, such as for example hip
21 prostheses, coronary stents, and artificial heart valves. Besides their obvious medical criticality, two
22 main issues impacting on material management are their high economic values and the very
23 heterogeneous types and sizes these products come in (Akpınar et al., 2015). Therefore, choosing the
24 right variety of stocked items is even a more complex task than for drugs, again due to the very limited
25 possibility to forecast demand. As a matter of fact, the necessary device size is sometimes known just
26 when a surgery is ongoing (Blevins et al., 2020). For these reasons, medical devices are often not
27 stored in hospital warehouses but supplied directly to their wards. Finally, consumable goods are the
28 less challenging products to be managed in a healthcare warehouse due to their nature and value.
29 They include, among the others, surgical gowns, masks, drapes, disinfectant solutions, but also
30 stationary items. Being more standardized, less specific, and used in a wider range of situations than
31 drugs and medical devices, they are characterized by a more stable and predictable demand, which,
32 together with the limited cost and quite a long useful life, make such items more suitable for storage
33 (Akçay and Lu, 2017). Therefore, because of the discussed features, warehouses play a crucial role
34 to facilitate pharmaceutical logistics defined as the task of placing the right drugs and other medical
35 supplies, in the right quantities, in the right conditions, at the right health service delivery points, at
36 the right time, for the right users, and at the right cost (Chikumba, 2010).
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3 | ~~There are several~~Several distribution systems ~~that~~ can be applied to a warehouse. The centralized
4 | inventory strategy (Iannone et al., 2014) is based on merging stocks managed by different warehouses
5 | in a single larger facility wherein operational activities are carried out either by internal logistics
6 | personnel or by a specialized logistics service provider. The degree of centralization or outsourcing
7 | may be different depending on the processes and materials of a hospital warehouse (Pinna et al.,
8 | 2015). The centralization is also considered as a lever for reducing missing critical materials and for
9 | better controlling the supply ~~of the materials process~~ (Guzmán and Garza, 2018). ~~Even if~~Although
10 | centralization could be seen as a suitable strategy for reducing the logistics cost of healthcare supplies,
11 | there are many factors that need to be taken into account in analyzing the ~~costs economic impact~~. In
12 | fact, if the warehousing cost decreases with a lower number of warehouses, the distribution costs due
13 | to the delivery tend to increase (Lucchese et al., 2020). Further policies include collaborative
14 | inventory management (Mustaffa and Potter, 2009), vendor-managed inventory, and collaborative
15 | planning, forecast, and replenishment (Danese, 2006). Also, warehouses handle with goods that are
16 | managed as either stock or direct delivery items (Schneller and Smeltzer, 2006), two policies that are
17 | different from the centralization notion. Stock products are delivered from warehouses where there
18 | is a certain amount of inventory. Drugs, except for those ones that are very specific or with high
19 | economic values, and consumable goods are typically managed as stock items. This policy is applied
20 | to the healthcare products that are used by multiple hospital wards on a constant basis, so that keeping
21 | a reserve in a warehouse enables a prompt delivery to points of use, without running the risk of items
22 | stored for a long time wasting space and value as well as being subjected to obsolescence (Akçay and
23 | Lu, 2017; Dixit et al., 2020). On the contrary, suppliers send direct delivery products either to the
24 | warehouse or to points of use. In the first configuration, the warehouse merely plays a transit point
25 | role, where inspections are performed to check that incoming products match the order, as far as their
26 | type and quantity are concerned, and packages are undamaged. After that, direct delivery products
27 | are shipped by the warehouse to wards together with stock ones. According to the second scheme,
28 | wards are in charge of both quality and quantity inspection of received goods. In both the situations
29 | no stock of direct delivery products is kept in the warehouse, they will be just stored by wards in
30 | small quantities. Such a policy is usually applied to high value and less frequently used items, such
31 | as medical devices and certain drugs, with benefits in terms of total inventory management costs
32 | (Cooper et al., 2013). Stock and direct delivery are two material management strategies that may be
33 | combined in a same warehouse: this can also happen in centralized warehouses managing all the three
34 | types of healthcare products.
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36 | In such an environment, warehouses have been acquiring a lot of importance in providing an
37 | appropriate level of performance to patients by delivering the service at feasible cost levels. Their

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3 integration could also enhance the overall performance of healthcare organizations (Alshahrani et al.,
4 2018). In fact, it has been demonstrated that healthcare logistics is a significant factor in impacting
5 patient's satisfaction (Frichi et al., 2020). Therefore, in this context, and given the complexity of the
6 healthcare SC, it is essential to measure the behavior of operational processes, and this requires Key
7 Performance Indicators (KPIs) (Wu and Dong, 2008) that allow the qualitative or quantitative
8 assessment of the status of any operational and logistics activity (Ackerman, 2003).
9

15 2.2 Assessing Healthcare Warehouses Performance

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17 Performance measurement is highly needed for any ~~healthcare~~-organization in order to highlight the
18 existing problems (Dixit et al., 2020) and there is a broad stream of literature focusing on the
19 development and on the assessment of warehouse and inventory performance, in both manufacturing
20 and healthcare sectors. The broad interest on the topic depends on the high impacts that warehouses
21 processes have on cost. As a matter of fact, purchasing and handling the inventory in a warehouse
22 can reach the 30% of the budget for a healthcare organization (Ozcan, 2005). As a consequence, lower
23 cost structures are often achieved by studying material logistics (Kotavaara et al., 2017). Thus, many
24 indicators related to logistics processes can be taken into account. In general terms, the warehouse
25 performance measurement requires the evaluation of the main resource inputs (typically labour and
26 capital) and multiple outputs resulting from warehouse operations (Karim et al., 2018). The logistics
27 processes that can be referred to a warehouse are associated with receiving, storing, picking and
28 shipping processes.

29
30 If the aim of a study is to measure the whole behavior of a warehouse, the set of KPIs considered
31 should be associated to each cited sub process (Kusrini et al., 2018). By focusing on the healthcare
32 sector, the number of patients served in order to better estimate the demand, the number of stock out,
33 the delivery time for a drug and the number of ~~boxes that are stored~~ unit loads are indicators
34 considered by (Castro et al., 2020) for measuring the consistency of an inventory policy in a
35 warehouse.

36
37 Table 1 presents a review of the most relevant warehouse performance indicators developed based on
38 logistics literature on multiple manufacturing and service sectors, including healthcare. They are
39 classified according to the main warehouse processes and constitute the general framework
40 supporting the selection of the KPIs considered in this contribution.
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55 Table 1. Warehouse Performance Framework
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2.3 Selected KPIs for warehouse comparison

Generally speaking, a KPI gives a synthetic measure of a particular performance aspect, which in the case at issue is associated with logistic processes in healthcare warehouses (Badawy et al., 2016). Thus, the contribution of the KPIs in the present work is providing quantitative measures about the key logistics aspects that are then applied to compare the performance of the warehouse groups out of the performed Cluster Analysis.

The set of KPIs chosen for the study is following presented, highlighting their importance in a healthcare warehouse. In particular, the indicators have been identified and measured in order to track the main logistics performance in terms of both stocks and flows. First, the number of items, intended as the number of SKUs managed in the warehouse, has been considered since is an important parameter in studying warehouse systems (Thomas and Meller, 2015). In fact, the number of SKUs drives the computation of safety stocks, the inventory investments and costs, and in turn, the responsiveness to demand changes (Teunter et al., 2017). In addition, ~~this~~ such an indicator might influence the amount of space that is required with consequent ~~impact~~ impacts on ~~costs~~ costs (Dixit et al., 2020). In this context ~~the~~ SKUs assume a crucial importance since, being the demand for healthcare products, their availability should be always guaranteed (Muyinda and Mugisha, 2015). In addition, the Total Value of Delivery has been taken into account. It here represents the economic value of goods that each warehouse ships to points of use (e.g. hospital wards, laboratories, etc.) on a yearly basis. ~~This~~ The present indicator addresses the concept of the value of delivered products ~~that are shipped~~. In this sense it can be considered as a proxy of the inventory cost that is a key issue for each organization in managing its warehouse operations (Johansson et al., 2020). In fact, if stock-out occurs there could be even treatment problems for patients (Saha and Ray, 2019). On the other hand, holding a high level of inventory can result in high expenditures with lower availability of capital for other purposes (Maestre et al., 2018). This aspect might be also related to the lack of awareness ~~from~~ by the medical staff ~~part of techniques about how~~ to deal with logistics issues (Castro et al., 2020). Moreover, ~~for stock products~~ the average inventory level of stock products at the end of each month of the reference year for data collection is analyzed. The inventory level is ~~the~~ a key quantity characterizing warehouse activities (Silver, EA, Pyke, DF, Peterson, 1998). As for the indicator Total Value of Delivery, it has been measured as an economic value (Lega et al., 2013), and not as number of units, because the great variety of physical sizes characterizing healthcare products does not allow a reliable assessment of the inventory level in terms of number of products stored. ~~Considering this indicator from a financial perspective appears to be~~

Finally, the yearly number of both incoming and outgoing order lines (Stock in order lines and Stock out order lines) is measured for considering the activities that are required for managing incoming

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3 and outgoing orders (Cagliano et al., 2012). In particular, this variable is related to the need of
4 specialized personnel devoted to material handling and order fulfillment process ~~activities~~ tasks
5 (Stecca et al., 2016). In addition, the handling of medical items, can heavily impact the operations
6 costs (Ferretti et al., 2014). Often an order consists of one or more order lines (van der Gaast et al.,
7 2019) and the number of orders that are processed is a typical aspect measured in studying warehouse
8 operations, including healthcare ones (Saha and Ray, 2019), since it might also bring to a significant
9 increase of logistics flows fragmentation (Lucchese et al., 2020). These orders are the ones placed by
10 the ~~hospitals for serving their~~ hospital wards and ~~from~~ the local healthcare agencies ~~related to~~ served
11 by a warehouse. As the number of orders increases, the complexity that a warehouse faces grows up
12 (Pinheiro et al., 2019).

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20 De Vries and Huijsman (de Vries and Huijsman, 2011) identify measuring performance as one of the
21 five main future research areas in healthcare SCM. For this purpose, different indicators can be
22 defined, each of them assessing a specific performance related to a particular activity part of one of
23 the processes in the healthcare delivery system. In particular, KPIs should focus on all the three
24 process types assisting healthcare systems in converting inputs into outputs, namely clinical,
25 management, and ancillary ones.

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Following these guidelines, several authors propose performance measurement systems in different
areas, not only related to SCM. One interesting contribution is offered by Kruk and Freedman (Kruk
and Freedman, 2008), who develop a framework suggesting three performance categories:
effectiveness, equity, and efficiency of the healthcare service. Effectiveness addresses access to care,
quality of care, health status improvement, and patient satisfaction. Equity is related to fair financing,
risk protection, and accountability as well as to providing the same access to care and the same quality
level to all the groups of patients. Finally, efficiency analyzes healthcare administration by looking
at economics aspects such as funding and cost-effectiveness of the delivered services. Another
performance topic that is recently receiving attention is associated with the environment. Healthcare
services rely on a significant amount of hazardous materials and produce polluting outputs. Assessing
the hospital environmental performance with specific KPIs may lead to a reduction in the
environmental impact and an improvement in process quality (Pasqualini Blass et al., 2017).

A significant number of authors focus on logistics performance indicators in the healthcare industry
by addressing both the internal SC of a hospital and the external one linking multiple institutions.
Hassan and others (Hassan et al., 2006) evaluate the performance of the internal flow of
pharmaceutical products to care units by measuring indicators associated with order fulfillment,
response time, inventory days of supply, storage costs, and the distance travelled during deliveries.
Operating theatres are a key resource for hospitals and the required materials are as critical as drugs

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3 not only from a clinical but also from a logistics point of view, also due to their economic value which
4 is very often significantly high. Moons and others (Moons et al., 2019) recognize such aspects and
5 develop a literature review on performance measurement of inventory and material distribution
6 activities in operating rooms. Quality, time, financial, and productivity KPIs are investigated.
7 Performance indicators can also be a useful mean for benchmarking the internal logistics process of
8 a hospital (Feibert et al., 2019).

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13 Coming to the external SC, healthcare logistics performance is often studied together with the issue
14 of warehouse centralization. Within this research stream, Lega and others (Lega et al., 2013) put
15 forward and test a framework to assess the integrated SC performances in the public healthcare sector.
16 The costs and benefits of a SC centralization strategy compared to the traditional decentralized model
17 are discussed. The authors define a number of KPIs related to three performance dimensions,
18 operational costs, financial benefits, and organizational benefits. By focusing on warehouse
19 performance, the operating costs include the inventory square meters occupied, in order to help assess
20 ~~the~~ warehouse management costs. Additionally, as part of financial and organizational benefits, the
21 “Warehouse Stock Value” and the “Percentage of Urgent Requests” indicators assist in monitoring
22 inventory management efficiency and logistics process standardization respectively. More recently,
23 Cagliano and others (Cagliano et al., 2016) develop a quantitative approach based on a pairwise
24 comparison between logistics KPIs performed through regression analysis. The purpose is assessing
25 the similarities and differences in the logistics management by a group of warehouses part of a
26 regional healthcare system, with the final goal of investigating the potential feasibility of a warehouse
27 centralization strategy. Some authors have started addressing the impact of Industry 4.0 technologies
28 (e.g. cloud computing) on the information sharing in multi-echelon hospital SCs as well as their role
29 in improving logistics performance and visibility (Gonul Kochan et al., 2018). Finally, the
30 sustainability topic is more frequently becoming part of healthcare SC performance management. In
31 fact, Leksono and others (Leksono et al., 2019) apply the Balanced Scorecard and the Analytical
32 Network Process to build a multi-dimensional performance measurement system that includes KPIs
33 assessing the use of green materials and technologies.

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In literature there is a still limited number of attempts to address SC performance in healthcare not
just from an operational point of view but also from a strategic one. Balcázar-Camacho and others
(Balcázar-Camacho et al., 2016) deal with how delivery times, production costs, and customer service
perceptions can be positively affected by a coordinated SC planning. Moons and others (Moons et
al., 2019) point out that measuring SC performance is fundamental not only to address operational
inefficiencies but also as an effective input to decision-makers in order to evaluate the implementation
of alternative logistics strategies. In that way, performance indicators can be considered as an

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3 effective tool to monitor management policies such that logistics managers can make evidence-based
4 decisions in order to optimize inventory and distribution.

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6 However, very few studies have attempted to measure the impact of SC strategies in the public
7 healthcare sector and provide useful insights for managers and policy-makers involved in strategic
8 decisions in the health SC (Nollet et al., 2008). Also, although the growing interest in performance
9 management in the healthcare sector (Silva and Ferreira, 2010), there is a lack of contributions
10 offering quantitative and systematic approaches to compare the performance of multiple warehouses
11 by clustering them according to similar levels of logistics service. The existing approaches to
12 healthcare performance analysis make use of methods and tools like Discrete Event and System
13 Dynamics simulation, decision-making models such as the Analytic Hierarchy Process, Analytic
14 Network Process, and the Decision Making Trial and Evaluation Laboratory (Dematel), or operations
15 research methodologies as the Data Envelopment Analysis (Gonul Kochan et al., 2018; Günal and
16 Pidd, 2010; Leksono et al., 2019; Otay et al., 2017).

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18 Thus, frameworks are need to simultaneously investigate the performance of a number of different
19 warehouses under multiple dimensions. This would provide decision-makers with a comprehensive
20 picture of the current state of the art of logistics performance in their healthcare systems useful to
21 guide them in setting appropriate strategies. Such frameworks would benefit from the application of
22 consolidated statistical methods, which are currently not so frequently implemented in healthcare SC
23 performance analysis.

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25 The present work puts forward a new approach relying on a well-known statistical tool, namely
26 Cluster Analysis, to analyze and compare the values of key logistics performance measures in
27 multiple warehouses and suggest insights to better understand their performance status and its
28 determinants. ~~This goal is accomplished by grouping the warehouses under investigation~~ Cluster
29 Analysis has been selected as it constitutes an objective method to determine which warehouses share
30 a similar performance level and which do not, based on numerical computations and not just on
31 subjective judgments, which might introduce bias in the assessment. It is a valuable characteristic in
32 healthcare logistics management where many strategies are defined based on the personal perceptions
33 and experience of the decision-makers involved (Cagliano et al., 2021). Moreover, this empirical
34 approach is designed to handle a relevant quantity of observations, and thus address many
35 warehouses, making the proposed method suitable for supporting large-scale analyses at regional
36 levels or, in general, in homogenous geographical areas. Such a feature is also of paramount
37 importance in healthcare because there is an urgent need to redesign logistics networks by carefully
38 considering and efficiently exploiting the available resources on a territorial level, in order for
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example to avoid redundant duplications of stocks and transit points (Elhachfi Essoussi and Ladet, 2015).

Finally, even if Cluster Analysis is broadly established in operations management, it is scarcely applied to healthcare logistics processes. To the best authors' knowledge, there are very few contributions in this field, mainly related to logistics service provider selection by healthcare manufacturers (Tu et al., 2021) and logistics optimization in surgical instrument sterilization plants (Fogliatto et al., 2020). However, Cluster Analysis applications to the management of healthcare warehouses and the related performance are still missing.

In this work the warehouses under investigation are grouped into homogenous clusters sharing the same organizational characteristics as far as inventory levels and logistics flows are concerned. In other words, warehouses are classified according to the size of their stocks and flows. Thus, the performance comparison is carried out among warehouses with similar features, which allows achieving reliable results.

3. Research Methodology and Approach Development

3.1 Cluster Analysis Variables and Sample Selection

The research has been conducted through the following steps. First, the population of healthcare warehouses has been defined. For the present study it has been set as the population of warehouses part of the Italian public healthcare system, which has been object of logistics and SC interventions by several regions in the last 15 years (Lega et al., 2013). The sample is then constituted by all the warehouses part of a healthcare system in a broad regional area of Italy that is currently considering new warehouse and inventory management strategies, including centralization, to improve logistics efficiency. The names of the region and of the associated healthcare agencies and hospitals cannot be disclosed for confidential reasons.

The overall sample has been divided into four smaller samples of healthcare warehouses according to the different kinds of products and the two material policies, stock and direct delivery, presented in Section 2.1. This allows to obtain set of warehouses that are homogeneous, in terms of both products and management policies, and thus comparable within each single group. The first sample is dedicated to consumable products managed as stock items. The second one to consumable products that are directly delivered to points of use. Similarly, the last two ones are associated with drug Stock Keeping Units (SKUs) that are treated as stock and direct delivery products: respectively. Medical devices have been associated to direct delivery drugs, sharing similar features in terms of both economic value and material management approach.

The variables presented in the Literature Review section considered in this study and subjected to Cluster Analysis are listed in Table 2. Such a table reports a description of the data that have been gathered for each kind of warehouse under study to numerically assess the variables included in the developed approach. The choice of analyzing the impact on performance of variables related to logistics stocks and flows is driven by the peculiar characteristics of healthcare warehouses as well as the features of the ones under study. Drug and consumable product warehouses are characterized by very limited return flows, often associated with reusable unit loads adopted for delivery to points of use (Nguyen et al., 2002). In fact, expired drugs are mainly disposed by hospital wards, without returning them to the warehouse, and consumable products either do not have an expiration date or their useful life period is quite long. Additionally, these are not retail warehouses where return flows of goods not matching customer requirements are relevant. For such reasons reverse logistics was not taken into account in the proposed approach. Then, the selected warehouses share a very low level of technology, relying on traditional storage and material handling systems (e.g. transpallets and traditional counterbalanced forklifts) and implementing manual picking operations. Therefore, technology cannot be used to differentiate the performances of these warehouses.

-Data collection was performed by means of on field analyses and semi-structured interviews to both hospital and warehouse managers over a period of one year. To be more precise, the ~~table~~ columns shows of Table 2 show the sample size, the mean, the standard deviation, the minimum, the first quartile (Q1), the median, the third quartile (Q3), and the maximum for every variable.

Table 2. Description of the Dataset

Primary data collection was carried out. Coherently with the variables part of the developed approach, the gathered data can be broadly divided into three groups associated with warehouse general characteristics, stock, and flows. The information about the general characteristics includes the hospitals served by each warehouse, together with their number of beds, the warehouse usable floor area, the clearance below truss, the number of operators, and the associated working hours. The stock data comprise the number of SKUs managed by each warehouse and the average inventory level over one year per SKU. This last value was recorded as both number of units and the related economic amount expressed in Euros, although only the latter is considered in the analysis ~~because of the very different physical sizes of products.~~ Finally, the flow information keeps track of the quantity of products delivered by each warehouse to points of use over one year, for both stock and direct delivery items. Similarly to the inventory level, both the number of units and the associated economic value ~~are were~~ assessed by, although only the latter is included in the analysis. Additionally, the yearly number of incoming and outgoing order lines of stock and direct delivered products was gathered.

3.2 Empirical Approach Development

For every warehouse sample a Cluster Analysis is conducted for identifying common patterns (Mora et al., 2019). In particular, this method aims at grouping data into a few cohesive clusters, so that the objects within a cluster have high similarity. On the contrary, they are very dissimilar to the objects in other cluster (Everitt et al., 2011). In other terms, the aim of the Cluster Analysis is to classify the observations of a sample into homogeneous groups. A group can be called homogenous if ~~theits~~ members are close to each other, but ~~the members of that groupthey~~ differ considerably from those of ~~the~~ another groups (Mardia et al., 1979). ~~The aim of the Cluster Analysis is to group the observation of a sample into homogeneous classes. The related similarities~~ Similarities and dissimilarities are evaluated according to the different attributed values that describe the objects of the sample and are related to distance measures. In particular, the Pearson coefficient is used for evaluating the distance between the correlation coefficients and in turn to measure the proximity between the objects (Jung and Chang, 2016). The Ward linkage method is adopted since it is the one that ensures the smallest internal deviance (Rampado et al., 2019). When applying Cluster Analysis, the sample size is an important issue, since it might affect the statistical confidence. In particular, it should be large enough for including the possible patterns related to the process phenomena. The analysis can be conducted with a sample size N equal to 25, even if with more than 50 observations an improvement of the reliability of results can be observed (Wärmefjord et al., 2010). In the proposed research two samples show a size larger than 50 and two equal to or greater than 25.

Table 3. Results of Cluster Analysis

Table 3 shows the results of the four cluster analyses carried out for every kind of warehouse. For each category, three clusters are identified. One of the keyskey aspects of cluster analyses is to determine an appropriate number of groups. Researchers typically face the need to balance the parsimony, in the sense that, ~~with~~ a small number of clusters ~~it is easier~~ allows to easily carry out comparisons and trace consistent conclusions, and the accuracy that it is expected to increase with the number of groups (Diaz et al., 2003). In general terms, the number of appropriate clusters is unknown (Sahmer et al., 2006) and it is a very challenging and difficult issue in Cluster Analysis (Yao et al., 2019). In fact, there is ~~not oneno~~ commonly accepted method to establish the number of ~~elusterclusters~~ in a ~~studystudied~~ population (Nylund et al., 2007) and the exact number of clusters can be difficult to be determined (Park and Kim, 2020). Lehmann (1979), indicates as a K number of ~~eluster,clusters~~ a value included in this interval $(N/60) < K < (N/30)$, where N is the number of objects of the sample. However, this method has been considered to be very restrictive especially if N is small. At the same time, with very large values of N, K could be too great for carrying out consistent

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3 analysis (Diaz et al., 2003; Chrstiansen et al., 2003; Brusco et al., 2017). Therefore, the common
4 approach is to repeatedly run the clustering algorithm several times until a satisfactory result is
5 obtained (Zhu et al., 2019). The number of objects of every cluster is similar for three out of the four
6 samples under study, meaning that the observations of each sample are homogeneously distributed.
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8 In addition, a one-way Analysis of Variance (ANOVA) is completed as an internal consistency
9 procedure, in order to check if the differences come up from the Cluster Analysis are significant and
10 in turn confirmed. ~~Thus—as~~ suggested by Milligan (1996), ANOVA can be useful to
11 ~~validated~~validate clustering solutions.
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18 Table 4. Cluster Mean Values
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20 Table 4 reports the values of the means of each cluster for all the variables taken into account in the
21 Cluster Analysis. Three variables affecting the stocks and the main logistics flows managed in a
22 warehouse, selected according to the KPI literature framework presented in Table 1, are here added
23 in order to deeply investigate the Cluster Analysis results and identify possible different patterns for
24 the warehouses at issue that represent their current situation. This in turn might suggest decision-
25 makers appropriate strategies for each warehouse cluster, according to the guidance perspective of
26 performance management (Smith, 2002) adopted in the present work. The specific variables are
27 chosen since they are recognized by literature as key determinants of warehouse performance. First,
28 the Number of Beds available in a hospital is selected because it can be considered a proxy of the
29 hospital size and in turn of the demand for both drugs and consumable products faced by the
30 warehouses serving it (Atumanya et al., 2020; De Marco and Mangano, 2013). In other terms, the
31 number of beds measures the capacity to hospitalize patients (Best et al., 2015; Nguyen et al., 2005)
32 in a given time span and contributes to define the quantity of needed healthcare materials (Aptel and
33 Pourjalali, 2001) that warehouses will have to deliver in the same period. Thus, the number of beds
34 significantly influences the warehouse activities and its performance: this is the reason why such a
35 variable is included in the study. Also, the usable floor area is another relevant factor for assessing
36 warehouse operations (Gu et al., 2010; Lega et al., 2013; De Marco et al., 2010). It is part of the
37 analysis because the warehouse physical size drives the value of its storage capacity and,
38 consequently, the ability to make products available in order to timely satisfy the demand. In fact, the
39 warehouse storage capacity is the amount of space to accommodate products so that a desired service
40 level is met (Lee and Elsayed, 2005). Storage capacity, together with workforce staffing, impact the
41 responsiveness and effectiveness of product movements (De La Fuente et al., 2019). Therefore, ~~as a~~
42 ~~third variable, the~~ Full Time Equivalent (FTE) is introduced as a third variable. It is expressed by the
43 ratio of total paid hours in a certain period over the number of working hours in that period (Kyyrä et
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al., 2019) and measures the actual personnel working in a warehouse. This variable is important in order to understand whether the workforce is aligned with the total warehouse workload required by receiving, storage, and delivery activities according to the healthcare material demand level.

The average values for each cluster of the variables Number of Beds, Usable Floor Area, and FTE will be compared with the mean values of the five variables involved in Cluster Analysis as discussed in Section 4.

In order to check the consistency of the results obtained with the Cluster Analysis, an ~~Analysis of Variance (ANOVA)~~ is also conducted. It is statistical methods largely applied in order to explore the differences in terms of impacts of categorical factors on a dependent variable (Aristizabal et al., 2019). ~~In this analysis, the categorical factors are the three identified clusters of the Cluster Analysis and its~~ Therefore, it has been selected as a suitable approach for the aim of this research. Other methods ~~might be taken into account, such as the Kruskal-Wallis test. Even though, this no-parametric test considers the effects of categorical factors, it is focused on the value of medians, often associated with ordinal scales such as the Likert scale (Panchal et al, 2020; Mangano et al, 2021; Arditi et al., 2015). Thus, this method has been not considered as the most suitable one. Sample size is a critical issue in carrying out an ANOVA. As for many statistical approaches, the larger the sample, the more reliable are the results that are obtained. However, ANOVA could be completed even with a sample size equal to 20, with no noteworthy potential bias (Meyners and Hasted, 2021). In this analysis, the categorical factors are the three identified clusters of the Cluster Analysis and the~~ variables used for tracing the healthcare warehouses' characteristics are the dependent ones. The null hypothesis of the ANOVA is that no significant differences exist among the different ~~groupgroups~~ under study. If the p-value obtained running the test is lower than a critical threshold that is typically equal to 5%, the null hypothesis has to be rejected, and it turns out it is possible to affirm a difference among the ~~groupgroups~~ considered (Rezaei et al., 2018). In this paper, the final aim of the ANOVA is to check if the different clusters obtained, are actually different for every variable taken into account. Thus, the test is carried out for every kind of warehouse, and for each variable of the study. A first statistical analysis checks if the response ~~variablevariables~~ for the ANOVAs are approximately normally distributed (Kozak and Piepho, 2018) by using the normal probability plot (De Marco et al., 2012). When data show a non-normality of records, a logarithmic transformation is applied to the response variables at issue, so that the transformed variables result to be normal distributed, ~~so that they and~~ can be used as response factors (De Marco and Mangano, 2011). Figure 1 shows an example of variable that becomes normal after the logarithm transformation.

Figure 1. Example of Normal Probability Plot before and after the logarithm transformation

18 ANOVAs are completed overall. The cases of tests carried out with the logarithm of the response variable are shown in italics font. Table 5 shows the results obtained.

Table 5. Results of the ANOVA

Through the ANOVA it can be demonstrated the consistency of the Cluster Analysis carried out. As a matter of fact, all the tests prove to be significant, meaning that the Cluster Analysis has been able to properly group the warehouses ~~of~~in the samples. In addition, ~~as~~the R-Squared is considered as a measure of the explanatory power of the model ~~the R-Squared is considered~~ (De Marco et al., 2017). It represents the percentage of the variability that an empirical model is able to capture (Everitt and Skrondal, 2002). An appropriate R-Squared value depends on the application fields and the values derived from the present study ~~is~~are in most of the cases higher than 50%, that can be considered as acceptable (Newbold et al., 2012).

4. Analysis of Results

As a preliminary statement, it is worth highlighting that the aim of the developed approach is comparing and contrasting the outcomes obtained for the three clusters in each of the four samples under investigation. As a matter of fact, based on what discussed in Section 2-1 and Section 3-1, clusters in different warehouse samples cannot be compared because of the heterogeneous characteristics of the managed products (drugs vs consumables) and the different material management policies (stock vs direct delivery).

In order to address the results obtained by the proposed methodology, and in particular explain the outcomes of the Cluster Analysis, the following ratios have been computed with the average cluster values of the warehouse variables previously presented, both the five ones involved in the Cluster Analysis and the additional variables presented in Section 3.2 (Table 6). The main purpose of calculating these ratios is confirming the behavior of each of them is aligned with that of the variables used to identify the three clusters resulting from the Cluster Analysis. The first ratio compares the number of yearly outgoing order lines with the FTE value, thus assessing the operators' productivity. It has been included in the analysis because it is one of the key factors of global warehouse productivity (Karim et al., 2018) and is useful to assess whether the current warehouse workforce is consistent with the amount of logistics flows they have to support (Klodawski et al., 2018). Such flows are measured as the number of order lines picked and prepared for delivery because, as already

mentioned, the warehouses at issue are usually equipped with traditional storage racks accommodating entire unit loads. This makes the workload required by receiving and putting away incoming products significantly lower than that related to picking and packaging single outgoing boxes (Cagliano et al., 2016). The ratio of the number of SKUs to the usable storage floor area has been then considered because it gives an idea of the item storage density and in turn of how adequate the warehouse space is compared to the amount of products to be stocked (Faber et al., 2013). The present ratio has been taken into account because an optimal utilization of the storage space is crucial for undersized warehouses or expensive storage areas like the ones associated with refrigerated systems (Gamberini et al., 2008). The total yearly economic value of delivered products over the inventory economic value, namely the Inventory Turnover ratio, is a reliable measure of how fast the inventory is replenished. A high value means products spend a short time in stock and thus it proves a good inventory management (Silver, EA, Pyke, DF, Peterson, 1998). The Inventory Turnover ratio is a performance indicator that can guide strategic decisions (Wan et al., 2020) and show how successful are organizations in reducing inventory waste (Demeter and Matyusz, 2011). The last two ratios have been assessed just for stock products, while for direct delivery products only they have been replaced by the Total Value of Delivery divided by the number of SKUs ~~has been computed~~. This indicator shows in economic terms the amount of products delivered for each SKU over one-year period and is useful because it allows to make considerations on the appropriateness of managing such items by applying the direct delivery strategy. In fact, the inventory policy of each SKU is also influenced by the yearly sale volume (van Kampen et al., 2012). Finally, all the four warehouse samples have been compared through the ratio Total Value of Delivery over Number of Beds in order to obtain a normalized value estimating the level of demand of the hospitals served by each warehouse (Aptel and Pourjalali, 2001).

Table 6. Variable Ratios

For the Stock Consumable Products, the first cluster includes the largest warehouses, with many SKUs managed and a lot of inventory stored, together with a large amount of orders delivered. This result is reflected by the average number of beds and by the FTE value that are the highest ones in this cluster. On the contrary Cluster 3 is made up by small warehouses with a limited number of SKUs and, as a consequence, fewer logistics activities that need to be carried out. Cluster 2 presents intermediate values for the variables considered meaning that for the Stock Consumable Products warehouses, the Cluster Analysis has been able to clearly group the observations of the sample. Looking at the same warehouse sample, the results of the ratio between the number of orders lines processed and the FTE are not coherent with the outcomes of the Cluster Analysis. In particular, both Cluster 1 and Cluster 2 show values more than 100% greater compared with Cluster 3. This means

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3 that there is not a proper balance of the workload among the warehouses of the sample and a more
4 effective organization of the human resources should be addressed. This results might also depend on
5 the fact that the warehouses of the analysis are managed by different local healthcare agencies with
6 different inventory policies and more in general different approaches for carrying out logistics
7 processes.
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11 On the contrary, the warehouse floor area exploitation is aligned with the outcomes of the Cluster
12 Analysis. This means that warehouses managing a large number of SKUs also tend to have a relevant
13 number of items stocked per each square meter. Similarly, fewer SKUs per square meter might show
14 that the available storage floor area is not consistent with the total number of items handled. Such an
15 outcome reflects a utilization of the warehouse area that might not be coherent with the number of
16 items that need to be stored, due to a high level of product heterogeneity in terms of both type and
17 size. Also, the availability of new storage floor areas does not always keep the pace with the current
18 logistics needs. Although the Inventory Turnover does not fully reflect the Cluster Analysis results,
19 it proves to be of the same order of magnitude in each cluster. Its values show an acceptable
20 performance that could be the result of the recent public budget cuts that have forced more careful
21 inventory policies (Malovecka I et al., 2015). On the contrary, the values of the ratio between the
22 Total Value of Delivery and the Number of Beds are completely coherent with the outcomes of the
23 Cluster Analysis and reflect an appropriate demand level based on the size of the served hospitals.
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26 By observing the Direct Delivery Consumable Products, Cluster 3 includes the largest warehouses.
27 However, this group is made up of only two observations that can be considered as outliers. The
28 number of SKUs is not much higher compared with Cluster 2, even if the value of the delivered goods
29 and the number of order lines managed is significantly greater. Also the human workload appears to
30 be larger. In Cluster 1 there are smaller warehouses although the value of FTE is quite similar to the
31 Cluster 2 one. This might be due to the fact that the workforce required by some organizational
32 activities associated with logistics, such as the administrative ones, is independent from the number
33 of handled products (Krajnc et al., 2012). The dissimilar economic values of yearly deliveries among
34 the three clusters, caused by the heterogeneous types of consumable products that are usually
35 managed as direct deliveries based on hospital needs, are reaffirmed by the delivery values per each
36 hospital bed. This result is also stressed by the fact that the difference in the average number of beds
37 served in each cluster is not so high. A more detailed analysis of this product category is not feasible
38 since the quantity and type of items not stocked but directly delivered to points of use are extremely
39 volatile among different healthcare agencies and sometimes even among warehouses of the same
40 institution. In fact, the products at issue are associated with specific therapeutic requirements and
41 might not be used on a regular basis. Such an organizational structure is reflected by the outcomes of
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3 the Cluster Analysis that has assigned only two observations to a cluster, meaning that it could be
4 difficult to clearly identify evident patterns.
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6 In the sample of Stock Drug warehouses, Cluster 1 presents the highest values in all the analyzed
7 variables, especially regarding to the Total Value of Delivery. Cluster 2 shows intermediate values,
8 and in Cluster 3 smallest warehouses can be observed. As already highlighted in the previous sample,
9 the FTE value for Cluster 2 and 3 is almost the same. Considering the ratio of Stock Out Order Lines
10 to FTE, it can be stated that the differences in its values among the clusters are not significant. This
11 might be due to the fact that different warehouses, dealing with a different amount of yearly order
12 lines, have coherent workloads assigned. Similarly, the behavior just outlined can be observed in the
13 values of the number of SKUs managed per each square meter that are quite similar for every cluster.
14 As matter of fact, the size of drug product packages is quite standardized, enabling an appropriate
15 planning and management of the storage area.
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17 The Inventory Turnover confirms the results of the empirical analysis. The related values are higher
18 than the stock consumable products ones because drugs typically have shorter expiration dates that
19 stimulate a frequent stock replacement (Leaven et al., 2017). In addition, drugs are usually more
20 expensive than consumable products, thus the effects of reduced public budgets are even stronger for
21 the warehouses managing such a kind of products. In fact, in order to avoid waste of money, they
22 tend to always keep in stock an amount of goods able to cover the demand over a limited time period.
23 On the contrary, the yearly economic value of deliveries per each hospital bed is only partially
24 consistent with the Cluster Analysis outcomes due to the very small average number of beds served
25 by the warehouses in Cluster 3.
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27 Finally, for the Direct Delivery Drug sample the values associated with the 32 warehouses in Cluster
28 3 are the lowest ones, followed by Cluster 1 and then Cluster 2. As in the Cluster Analysis, for the
29 warehouses in Cluster 3 the ratio between Stock Out Order Lines and FTE is significantly low. Such
30 an evidence can be explained by the relevant number of local drug warehouses grouped together in
31 this cluster that, due to their nature, have a smaller number of order lines delivered per year than
32 hospital warehouses. In fact, according to the Italian public healthcare system, local drug warehouses
33 are smaller logistics units located throughout a geographical area in charge of distributing products
34 to patients affected by particular pathologies or who have specific therapies. This causes a small level
35 of logistics flows that in turn requires a low amount of workforce. The yearly economic value
36 delivered for each SKU is coherent with the Cluster Analysis. It is important to highlight that these
37 values are higher than the corresponding consumable products ones because the present item category
38 includes very specific and often expensive drugs that would not be efficiently managed with a stock
39 strategy. Finally, the ratio of the delivery value over the number of beds is consistent with the Cluster
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3 Analysis results. Cluster 3, which includes many local drug warehouses, shows the lowest value for
4 this indicator due to the low value of deliveries and the reduced number of beds. In fact, local drug
5 warehouses do not serve hospital beds and usually manage more stock products than direct delivery
6 ones. Direct delivery products are more typical of hospital pharmacies, which may need particular
7 drugs only in certain situations.
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13 14 **5. Implications and Conclusions**

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17 The study proposes a quantitative approach for classifying healthcare warehouses according to
18 several relevant logistics aspects, such as the number and type of products managed (Teunter et al.,
19 2017), the demand faced by each warehouse (Johansson et al., 2020), and the inventory level (Lega
20 et al., 2013). The addressed warehouses deal with drugs and consumable products, managed as both
21 stock and direct delivery items. The purpose of the research is to identify common patterns in
22 warehouse management by taking a guidance perspective as suggested by Smith (Smith, 2002). In
23 fact, his approach is based on measuring performance in healthcare systems in order to capture how
24 they currently behave. Thus, the methodology proposed in this work aims to facilitate policy-makers
25 in understanding the logistics status of different groups of warehouses, so that they are able to develop
26 more tailored strategies for each of them.
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34 To this end, an empirical analysis is carried out. In particular, the selected method is the Cluster
35 Analysis that is broadly used in many ~~fields~~ of applications (Anuşlu and Fırat, 2019). However,
36 the use of this statistical approach appears to be quite limited in healthcare in order to address the
37 behavior of logistics systems, and in particular warehouses. Through such a methodology, in the
38 proposed analysis each warehouse is grouped with other similar ones by taking into account main
39 stock and flow variables-, such as the inventory level and the incoming and outgoing order lines just
40 to mention some of them. This avoids comparing warehouses with heterogeneous behaviors in terms
41 of their logistics processes. In fact, a more precise comparison can be carried out among similar
42 warehouses belonging to the same cluster. ~~The developed approach proves to be~~The similarity in
43 warehouse behavior, supporting the clustering purpose of this work, is established through specific
44 logistics KPIs that are numerically evaluated in order to provide quantitative and objective measures
45 to base the comparison on. Thus, KPIs, together with Cluster Analysis, play an essential role in
46 making the developed approach more coherent than other approaches comparing warehouses and
47 their performance based on subjective criteria or less structured methodologies (Zhu et al., 2019). As
48 a matter of fact, the comparison is completed among warehouses belonging to the same cluster, thus
49 avoiding analyzing warehouses with significantly different sizes in terms of stocks and logistics
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flows. The outcomes appear reliable and coherent. In fact, the warehouses belonging to the same cluster show similar behaviors for all the indicators considered. The results of the empirical model have been evaluated by carrying out a confirmatory ANOVA, which showed the consistency of the developed Cluster Analysis. This has also been proved by observing other parameters that contribute to determine the demand for healthcare products, the warehouse storage capacity, and its ability to handle the current material flows.

~~In this context, the~~The proposed work might be able to support a performance analysis including a plethora of warehouses belonging to different healthcare institutions. This is an important point since quantitative and structured approaches to performance management are often related to single organizations (Feibert and Jacobsen, 2019; Hassan et al., 2006) and mostly refers to single warehouses (Moons et al., 2019). On the contrary, the developed contribution takes a comprehensive perspective on multiple warehouses of different healthcare agencies and it identifies a number of clusters, each of them with homogeneous behavior. In this way, by observing the cluster features, it is possible to easily define the general performance level of a specific warehouse group. As mentioned before, such an objective has been achieved by proposing an approach integrating two main statistical ~~approachestools~~, namely the Cluster Analysis, for grouping the sample observations, and the ANOVA for confirming the consistency of the obtained groups.

This work originates several both academic and practical implications. From an academic perspective, the present paper enlarges the body of knowledge on healthcare warehousing operations by highlighting the need for properly comparing their performance comprehensively to support the identification of any existing criticality (Dixit et al., 2020). Additionally, performances are here compared and contrasted according to their similarities and differences, which could be a first phase towards the development of a research stream aimed at an accurate warehouse system assessment based on a combined view of different logistics performance aspects. Finally, ~~this~~the present study is likely to stimulate research exploiting statistical methods. In fact, statistics is still scarcely used in healthcare SCM although this sector might benefit from it through the implementation of consolidated methods providing objective results. In fact, the combination of the Cluster Analysis and the ANOVA has provided reliable outcomes, although, as highlighted by literature, their use is not completely established in logistics healthcare studies (Otay et al., 2017).

From a practical point of view, the proposed Cluster Analysis might support healthcare systems in comparing the performance of their warehouses more properly and accurately. In particular, thanks to a deep understanding of the logistics activities provided by the developed approach, it is possible to easily assign a warehouse to a specific cluster according to its performance features, in order to

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3 define appropriate management policies. Also, healthcare decision-makers might be supported in the
4 design of guidelines tailored to the peculiar logistics processes of the different warehouse groups.

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6 In addition, each warehouse is not analyzed independently from the others but in a comparative way,
7 which gives that level of detail about logistics processes that is necessary to healthcare policy-makers.

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10 The issue related to performance has been gaining a lot of importance especially in the case of public
11 healthcare systems that have been facing significant cuts of public financial budget (De Marco and
12 Mangano, 2013) and consequently have to address more carefully their expenses. Within such an
13 operational environment, this work could support comprehensive investigations of the managerial
14 similarities and differences that can be considered as a first step towards warehouse aggregation in
15 homogeneous logistics units (Cagliano et al., 2016). Appropriately assessing healthcare warehouse
16 performance has acquired a critical importance during pandemic periods, such as the current SARS-
17 CoV-2, wherein inventory strategies tailored to specific warehouse characteristics are key levers for
18 ensuring timely and accurate supply of drugs and individual protection devices (Cundell et al., 2020).
19 In addition, the performance aspects of warehouses associated with the inventory management and
20 the distribution of vaccines for SARS-CoV-2 are demonstrating to be crucial for ensuring a proper
21 and diffused vaccination campaign among the population (Arnold, 2020).

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24 Moreover, the offered warehouse categorization could be considered as a method to assist policy-
25 makers in formulating SC strategies tailored to the peculiar characteristics of each set of warehouses.
26 This appears to be crucial also in the facility design or renovation phase, when potentially expensive
27 aspects, such as the warehouse size or the storage capacity, need to be defined.

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30 Warehouses are a system of the healthcare SC that might be significantly improved in order to
31 increase its efficiency, especially in the light of the current trends requiring higher service level to
32 patients by reducing costs at the same time. To this end, it is crucial to be focused on a SC more
33 integrated with no stock redoubling, with consequent cost redoubling. In order to achieve higher
34 levels of integration, it is important to know in detail the performance of every warehouse,
35 considering that different groups of warehouses can have different behaviours and in turn different
36 performance. Thus, the performance benchmark should be carried out among warehouse structurally
37 similar. Therefore, Cluster Analysis allows to group different warehouses in different clusters, and
38 within every cluster it is possible to perform the benchmark. Through the benchmark, and after groups
39 of homogenous warehouses are found, it is possible to undertake their centralization according to
40 geographical and managerial conditions. In such a way operations efficiency might be more easily
41 achieved. In this perspective, the present work is a preliminary contribution for more easily
42 implementing the warehouse centralization strategy, which is actually already exploited in many
43 industrial sectors, including new-born ones. As a matter of fact, the centralization of the warehouses
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3 for electric vehicle batteries is a phenomena that can be clearly observed (Rafele et al., 2020). To
4 conclude, the proposed approach might be useful in those operations contexts requiring a unique
5 control of many different healthcare warehouses in a specific geographical area.
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8 However, the present work suffers from some limitations. In particular, the proposed approach is
9 mainly focused on a limited number of variables associated with healthcare warehouses. For instance,
10 the effects on performance of the layout or the material handling systems are not addressed, although
11 they recognized role in determining the operational performance (Huertas et al., 2007; Ramli et al.,
12 2017). Also, the application of the approach refers only to one regional healthcare system. A further
13 limitation is related to the number of investigated warehouses. In fact, if on the one hand the number
14 of drug warehouses looks appropriate, on the other hand the number of consumable product
15 warehouses is actually limited. Such a sample characteristic, of course, impacts the empirical analysis
16 performed and it is reflected by the size of the associated clusters. However, the number of
17 consumable product warehouses in both the geographical area at issue and the entire Italian territory
18 is quite reduced and this fact also dramatically emerged as one of the causes for the shortage of
19 personal protective equipment (e.g. masks and gloves) and disinfectants experienced by Italian
20 hospitals during the first phase of the Covid-19 pandemic (Veritti et al., 2020).
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23 Thus, future research will be addressed towards enlarging the number of variables taken into account
24 so that to include a more complete set of performance indicators in the Cluster Analysis, also related
25 to warehouse design and equipment characteristics. Furthermore, the application of the developed
26 approach will be extended to warehouses of other healthcare systems by also deepening the feedbacks
27 from the associated healthcare practitioners about the results obtained by the proposed methodology.
28 This will ultimately enable the comparison of the outcomes from the different healthcare systems
29 studied.
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