**Interview Transcript**

Recorded on June 6, 2016

**Interviewers:**

Alex Carpo (AC)

Karl Crespo (KC)

Nico Rapisora (NR)

**Interviewees:**

Sean Rapisora (SR)

Jerome Bacani (JB)

**FARMACIA REGINE PHARMACY**

KC – Good afternoon, it is 5 PM.

NR – So first introduce po namin sarili namin. Ako si Nico Rapisora, project manager ng software engineering team namin.

AC – Hello. Ako si Alex Carpo. I’m an analyst for our group.

KC – Ako naman po si Karl Crespo, analyst din po for our group

NR – Before we continue, pwedeng taglish ang mode of conversation natin. So first question -- oo nga po mag introduce po muna kayo -- sorry.

SR – Hi, I’m Sean Rapisora, owner of the pharmacy.

JB – I’m Jerome Bacani, the supervisory pharmacist in Farmacia Regine.

KC – I’ll just take down notes nalang po of what you’re going to say.

NR – Okay so. First question muna, yung tasks niyo. What are your tasks in the pharmacy?

SR – Actually, my wife is the one managing the pharmacy, Farmacia Regine; I’m just giving assistance. Ikino-consult niya ako for some requirements ng pharmacy, whether it’s financial, sa tax, o regarding sa pharmacy.

NR – Si sir?

JB – Ako naman, supervisory pharmacist sa Farmacia Regine. Usually, I dispense the drugs. Over the counter drugs, prescription drugs, I dispense it. So what I do is that I monitor the inventory of the pharmacy. So tinitignan ko kung alin yung mga drugs or items, products na mababa na yung unit sa pharmacy. So once na kaunti na yung particular product, ina-alert ko na yung pharmacy assistant at personnel, para makapag purchase order na kami doon sa mga distributor namin. So that way hindi kami mawawalan ng stock.

NR – Ie-emphasize lang po namin yung goal ng today’s interview. Ang end goal namin for this interview is to identify kung ano ang problem sa pharmacy, kung dapat at kailangang ba itong gawan ng software solution. Kasi hindi naman lahat ng problem kailangan ng software solution. So, i-checheck pa namin kung tama ba ito at ano ang problema talaga. Okay so, para makuha sa record, gaano katagal na po kayo nagtatrabaho sa Farmacia Regine?

SR – Nagstart ako ng pharmacy, unofficially pa, 2003. Then officially, 2006 naging registered na kami. Yung whole operation ng pharmacy matagal na. More than 10 years.

NR – Si sir?

JB – Ako, nasa Farmacia Regine ako from April (2016) nung na-hire ako until the present.

NR – Nainform naman po siguro kayo na inventory ang focus ng interview. Kasi nainform na kami na merong concern tungkol sa inventory system. So, first question: How is the inventory created at present? Paano siya ginagawa ngayon? Sino ang gumagawa?

JB - As of now ginagawa namin is manual inventory. So ginagawa namin, every lagayan ng product -- drugs, cosmetics, food, or any item. Tinitignan namin kung ilan nalang ang natitira. Araw-araw namin binibilang kung ilan yung product. For example, Erythromycin. Titignan namin yung lagayan ng Erythromycin kung ilan. So manually bibilangan namin, o ita-tally namin. So ganun nangyayari inventory. Dapat din namin makita kung anong product ang slow-moving or fast-moving. Day-to-day basis naming ginagawa yung inventory. Pero meron pa kaming tinatawag na bi-annual inventory which is twice a year. So na-inform naman ako ni Ma’am na January 2 ang first inventory, then June 30 ang second inventory. So meron day to day basis at meron din bi-annual which is twice a year.

AC – Just a follow up question. By fast and slow moving, do you mean how popular an item sells?

JB – Yes. Fast-moving products are those products that are usually dispensed or bought by the patient or customer. Then slow moving are those products or items that do not move at all, or no patient or customer buys those products.

NR – So yung fast-moving products tsaka slow-moving products may certain number of units diba? So what do you mean by that? Tinatansya niyo ba?

JB – As of now, ginagawa namin is assumption or tansyahan. [Halimbawa] Makikita namin weekly mauubos ang isang product. So by that malalaman namin or ma-assume namin na fast-moving ang product na iyon. Weekly namin siyang binibili at weekly din namin siyang ino-order. By that, na-ca-categorize namin ang product na iyon as fast moving.

AC – Another follow up question. What are the usual problems you run into, the current issues you are handling in the process of inventory?

JB – Right now we are handling the inventory in a tedious manner. Since it’s a day to day task just to monitor a product. It’s a tedious process and time consuming. Instead of assisting and dispensing, almost all the time I have, I am doing inventory. Instead of me doing dispensing, or patient counseling, all my time has been devoted in inventory. Those are the problems I have with the current process.

NR – So gaano katagal po ba yung mga process na iyon? Umaabot po ba ng isang araw?

JB – Usually umaabot siya ng 6 hours kapag ako lang gumagawa. So I work 8 hours daily. I can only help the assistant pharmacist in the remaining 2 hours. So kapag mas maikli ang aking oras sa inventory, mas madami akong magagawa sa pharmacy.

NR – So nabanggit kanina na yung ginagawa yung inventory nang January at June. Tapos merong daily inventory at bi-annual inventory. Yung daily inventory, paano po yung documents? Sino po may hawak ng documents?

JB – Usually ang nakakakita ng documents ay ako, minsan I show it din sa owner at sa assistant doon, siya yung nag-pu-purchase ng mga products. Weekly kasi umoorder kami ng products. So almost lahat ng tao sa pharmacy sees the inventory.

NR – Yung bi-annual inventory the same din naman po?

JB – Yes. I think.

NR – May documents po ba kayo na available? Sample inventory?

JB – Meron ako dala ngayon in excel form. Wala lang hard copy.

NR – Okay lang po kung email nalang?

JB – Okay.

KC – Nasaan po ba yung documents?

JB – Naka USB.

NR – Pwede kunin nalang namin diyan mamaya? Okay. So who are the different people in the pharmacy and who are involved in creating the inventory?

SR – Usually yung owner, pharmacist, pharmacist assistant, and other personnel sa kabilang store to make it faster. So yung bi-annual inventory, it takes almost 2 days para matapos lahat ng items. Kaya nag re-require ng additional personnel sa pag-inventory kasi manual nga ang pag count ng items, kung ilang yung mga naiwan, ilang ang sold items.

NR – So ilang tao?

SR - Kailangan ng 5 tao para magawa iyon.

NR – Gaano ba ka-importante ang inventory? What business decisions depends on the results of the inventory?

SR – Una, para malaman ko kung ilan yung items na nabenta at ilan ang naiwan. From there malalaman natin yung term from the military na “critical point” or “re-order point”. Ito ang magbibigay saamin ng notice na kailangan na kumuha ng additional stock ng particular product. Isa sa mga pinaka importante iyon. Second, mentioned ng pharmacist natin. Dito natin malalaman ang fast-moving at slow-moving item then kung may dagdag naman sa inventory kasi nakadikit naman doon sa product yung expiration date nung product maisama na siya sa inventory kung anong item yung malapit na mag expire at kung may item na kailangan na i-pull out kasi expired na. Isa din yun sa mga importante.

NR - So meron yung determining the critical point at meron din yung determining the fast or slow moving na product at saka meron din yung expiration, pero as of now, alin doon sa tatlo or yung tatlo ba ay na fulfill ng Manual Inventory?

SR - Na fufulfill naman siya, pero sinabi ko nga, malaking trabaho and kailangan. Minsan yung sa expiration, hindi siya na fufulfill, nakakligtaan iyon kasi busy yung mga pharmacist sa pag didispense nung item to the extent na napapabayaan yung inventory.

JB - I think sa business position, mahalaga na sa inventories nakikita during the inventory check kung may losses sa profit or may products na nawala or nasira. In that way, makikita natin kung ano yung mga problem during those time frame na nag inventory check ka from January to June 30, so nakikita mo yun. Another thing is nakikita mo during inventory kung kumikita ba yung pharmacy kasi I think during the inventory titingnan mo yung mga product na nabenta, nawala doon sa stock ibigsabihin na dispense mo, then makikita mo doon kung ilan yung nadispense mo imumultiply mo yung unit price then makikita mo yung total na kikitain mo, then by that mapapansin mo kung by that month nagtatalo yung unit price na nabenta mo and kung ano yung hawak nung pharmacy, so that way makikita mo kung kumikita ba talaga o hindi. Second,kung makikita mo, parang follow up siya para makita mo kung ipagpapatuloy mo pa yung business kasi makikita mo doon kung worth it ba ituloy pa kasi mababa yung sales or profit at doon mo rin makikita na lumalago din yung business mo kung makikita mo na mataas yung profit mo that month or that year. Yun yung mga decision na makukuha mo from the inventory.

SR - Additional ko lang doon sa inventory, malalaman mo rin doon kung may item talaga na hindi talaga nag momove, might as well, wag ka na mag order noon from the supplier kasi nandoon lang siya sa shelf, walang bumibili. Matutulog lang yung money noon eh, sayang lang pera doon.

NR - Syempre yung inventory maraming action na nakakabit doon, meron yung purchasing, meron din yung dispensing. Doon muna tayo sa ordering, pag nag order yung customer, sino ang nag proprocess? How do you process it? Or paano nirerecord?

JB - Right now yung ginagawa namin is when you dispense something or any item in the pharmacy, we take note, we list it manually in a notebook then later on I will tally all the items and put it in the laptop, that way I can see which items or products that has been bought within that day.

NR - So ikaw po yung incharge sa pag tatally?

JB - Sometimes the Pharmacy assistants compute everything on the notebook, I only see the products that are sold within that day and then I put it in the laptop.

NR - Pag may trinatrack po na order, ano po yung mga information na kasama doon? So yung pangalan noong gamot? Ganon ba?

JB - Usually, pag makikita mo yung notebook na ginagamit, nakasulat doon yung name of the drug, the unit price and the quantity. Also, since pharmacy ito, nakalagay doon yung ilang miligrams and dosage.

NR - So how are these information used?

JB - First, kaya namin nirerecord kasi for financial purposes, makikita mo kasi doon kung magkano yung nabenta. Second, meron kasing tinatawag na “inspection” sa pharmacy, during that inspections tinitingnan yung mga purchasing order, kung ano ano yung mga drug na nadispense and yung prescription. During that, kung makikita nila na nagdispense ka ng drug, pero walang prescription magkakaroon ng problema during the inspection.

NR - So doon naman tayo sa pag deliver ng gamot. Trinatrack niyo rin po ba kung sino yung mga bumili ng gamot? Yung distributor? And do you take note kung anong company yung gumawa ng gamot?

JB - Usually, tinatake note namin ang mga pangalan ng distributor, and also the manufacturing company ng distributor. Nilalaman din namin ang mga bagong products ng distributor, kung may promo sila kagaya ng; if you buy a box of Erythromycin, will you also get another for free?

SR - Additional sa sinabi niya. Required din ng FDA; Food and Drug Administration na malaman kung sino ang distributor. Kung authorized distributor ba iyon.

NR - So yung manufacturing company at tsaka yung distributor…

SR - Required kung authorized o legal ba ang paggawa nila ng gamot.

NR - So ano po ang process niyo to check which medicine are near-expiry? Diba nabanggit niyo kanina ang “critical point”? So at the end of the day po ba, binibilang niyo po ang expired? Pagka deliver chine-check po ba agad ang expiry date? Ano po ang process sa pagcheck ng expiry date?

SR - Before, ginagawa namin nung wala pa yung pharmacist namin. Ang ginagawa is ichecheck agad yung expiration at take note namin kung kailan mag expire. Tapos, pagka 6 months before expiration na siya, binabantayan na yung gamot na iyon hanggang sa mag-expire siya. Or kung pwede i-pullout; ipapapalit namin sa distributor or sa company ng gamot. Para maiwasan ang pag dispense ng expired na gamot sa pasyente. Yun ang pinakamalaking purpose nun.

NR - So diba 6 months…

SR - 6 months start na ng pagbantay ng gamot na malapit na mag expire.

NR - Ngayon din po ba 6 months pa din?

JB - Ngayon since meron na tayong regular inventory, nakikita natin ang products na dapat lagyan ng tag na near-expiry. That way, araw araw tinitignan namin kung ano ang near-expiry products. For example may bagong dating na product. May isang problem na napansin ko na during nag-delivery ang isang distributor. Meron akong dala ngayon dito na documents. Ganito ang example ng isang purchase order. Makikita mo yung pangalan ng products, unit price, amount, pero wala yung expiry date. Since tedious ang process, pero busy ako sa inventory at dispensing, yung pharmacist assistant busy din. So yung part na ito ay mabilisan dapat, dahil kailangan namin makita agad. So dati di namin nakikita kaagad yung expiry date kapag dineliver sa amin. That way, makikita namin kung ano dapat ang una namin ibenta. Nakikita namin 2 months or 3 months mag expire na pala ang product. Pwede namin ma-prevent ito kung nakita namin kaagad ang expiry date. Ayun ang isang problem. So ngayon ang ginagawa ko as first-aid sa problema na iyon ay araw-araw mag inventory. Kapag nakita ko na mag expire na ang isang produkto, sasabihan ko na sila.

NR - So araw araw niyo po ini-isa-isa ang gamot?

JB - Araw araw.

KC - Pwede po ba picturan namin for reference po.

JB - Nagdala ako ng tatlong document galing sa tatlong malaking distributor ng pharmacy. So ito sila.

NR - Tin-take note po lahat ng quantity…

JB - Actually ito na mismo ang documentation namin. Ito na yung copy namin. Wala na kaming ibang way, for example ilalagay ko pa siya sa laptop. Di ko na siya nagagawa kasi another workload pa iyon. Instead na makatulong ako sa pharmacy assistant. Yung problem namin ay walang expiration sa papel ang pinadalang product saamin. So sometimes nagugulat nalang kami na mag-expire na pala ang isang produkto. Pwede namin i-takenote ang expiry date ng bagong produkto kung mabilis ang inventory daily inventory namin. That way, ma-solusyonan namin ang problema.

NR - Yung mga expiry-date po ba naka takenote sa isang notebook o document?

JB - Actually wala kaming documentation ng expiry date. Umaasa lang kami sa daily inventory namin.

NR - So ganun din po ba sa out of stock?

JB - Out of stock, yun yung isang problem namin. Kasi dati nung hindi ko pa sinisimulan ang inventory. Nagugulat kami kasi wala na yung product, malalaman nalang namin kung may bumili na. Yung first-aid namin ay araw-araw na inventory.

NR - So doon po sa near out of stock doon po ba natin ginagamit yung term na “critical point”. Yun yung point na kailangan na mag pre-order?

SR - Out of stock. Yun yung totally wala ng stock. Yung “critical point” meron ka pa kaunting stock. Kunwari malapit na maubos, yun na yung critical level or re-order point.

AC - Just a follow up question. What is the usual critical point?

SR - Depende din kung fast-moving or slow-moving ang item. Kung fast-moving ang item, mas higher ang critical point.

JB - For example, yung product na fast-moving, which are usually antibiotic amoxicillin. Considered critical point if you have 20 units of amoxicillin. That is considered as critical point. Kasi 20 na lang ang meron ka pero araw-araw, nag-didispense ka nang sampu-sampu, etc. So sa isang araw napansin ko ang usual benta or dispensing nang isang amoxicillin is a day or during 8 hourse will be 30-50 depending on the day. So makikita mo na kapag unti na lang ang stock mo, critical na iyan. Then another kapag slow-moving ang product, for example mga pinapahid katulad ng petroleum jelly, yun yung mga stock na twice or thrice hinihingin nang customer, so ang critical point niya ay mas mababa.

NR: So as of the moment, parang tantiyahan yung basis din?

JB: Yun nga tantiyahan, kasi 20 units na lang mapapansin mo na mauubos na siya kapag hindi ka nakakapagorder agad, kinabukasan wala ka nang pambibili.

AC: Meron kayong computer sa pharmacy?

JB: May ginagamit na kompyuter kaso pang financial purposes lang. Wala regarding sa pharmacy, sa products talaga or regarding inventory or point of sales. Pero as of now, I use my laptop, yung ginagawa ko lang is trial and error muna kasi tedious pa rin siya.

KC: So, follow up question po. So lahat linilista lang sa notebooks?

JB: Yes. Yung mga kailangan naming information, linalagay sa notebook then transfer to my laptop.

NR: Pero may plano po kayo namang bumili ng computer?

JB: Meron.

NR: So what kind of computers do you know how to operate?

JB: Yung usual, regular desktop, laptop.

NR: Kasi po may nabanggit ka kanina na may mga taong involved sa inventory bukod po sa pharmacy assistant?

SR: Computer literate po naman siya.

NR: Okay. So lahat po ba nang involved, literate po sa paggamit ng computer? Basic, halimbawa, excel?

SR: Yeah.

KC: So, what we are going to do is recap everything. I took down notes as good as I can. So first, your names are Sean Rapisora and Jerome Bacani. For the tasks in pharmacy, so what you do Mr. Rapisora is that you do the requirements of pharmacy in financial situations. And, ikaw po Mr. Bacani, you dispense the drugs and monitor the inventory of the pharmacy and tell others to order new stock if it is critical, po. So for the question of how long have you been in the pharmacy po, unofficially, you started in 2003, and registered officially in 2006. And for you, Mr. Bacani po, you started since April 2016.

So for the question of how is the inventory created at present, Mr. Bacani, what you do is inventory and do it on a daily basis, there is also annual inventory which takes place twice a year and inventory is created by determining the stocks available and you said po, that is very tedious and time consuming. So, for how long the inventory process is: Since you said you only have 8 hours a day, 6 hours of those is devoted to inventory. And you only have 2 hours to assist in the pharmacy. And to you, Mr. Rapisora, you said that it takes 2 days with 5 people to do the inventory? Is that right?

SR: For the semi annual. Every 6 months inventory.

KC: Okay.

JB: Yung 2 days will be yung daily inventory. Tapos yung 6 months will be the annual basis.

KC: Sige po. Next question is, who holds the documents of the inventory? Mr. Bacani you said that you take care of the documents? You’re the only one po?

JB: Almost all of those in the pharmacy has access to the documents. Anyone who needs the documents, meron silang access. Ako, the owner, the pharmacy assistant. If they need any documents available, any of them can access.

## KC - Okay. So are the different people in the Pharmacy... Mr. Rapisora you said the owner, the pharmacist, the assistant, and other personnel from another store. Does this mean that you borrow employees from another pharmacy?

SR - Yes.

KC - How important is the inventory? According to Mr. Rapisora; to know the number of items that has been sold and has been left, to indicate the critical level - means that we need to get more stock of a specific item, to determine the fast moving and the slow moving items, to know when to pull out the expired items, and with manual inventory; it can be fulfilled but it is very tedious. For Mr. Bacani. For the business decision. To determine the losses in the inventory such as missing, broken, or stolen items, to determine if the pharmacy is earning, to determine if the business is worth it to be continued. And you made an additional remark; if an item is not moving, it is best not to order that item again. So the next question po. In ordering what is the process? So Mr. Bacani said that when you dispense, you manually take note in a notebook, and later on that day you tally all the items and put it on a laptop. Kaninong laptop po iyon?

JB - Akin.

KC - Sometime the pharmacy assistant computes the data in the notebook, and people who tally those are you and the pharmacy assistant? So 2 lang kayo?

JB - There are 2 pharmacy assistants. So kung sino ang merong available time pwede naman. Sometimes ako, sometimes pharmacy assistant. Pwede din owner, anyone who is in the staff.

KC - Okay. So you indicated po inside the notebook yung mga information po is the product name, unit price, how many products are dispensed, and the products' amount in milligrams. Is that all?

JB - Yes.

KC - And you said po using this notebook, we will know how many did we sell on that day. We also use it for purchasing order, and you said that taking notes is very important. So in the delivery of medicine. Mr. Bacani po you said that you take note of the name of the distributor and the manufacturing company, and their old and new products and promos. And you said Mr. Rapisora that it is required by FDA to know if it is an authorized distributor.[39 to 42:52] So for the checking of expiry.

NR - Wait lang. Additional question tungkol sa ordering and delivery. How often are new medicine ordered and delivered.

SR - Usually every weekend.

NR - So Saturday, Sunday?

SR - Saturday, Sunday.

NR - Sino yung nag-oorder? Kasi siyempre kung sino ang mag-oorder siya ang may access sa out of stock.

JB - Kahit sino saamin sa establishment pwede mag-order. For example nakita ng owner, ako, or ng pharmacy assistant na yun certain product na ito wala na, mag o-order na siya

Karl - Okay, so are

. Ang nangyayari is initiative nalang kung sinong personnel ang assigned.

NR: Ayun.

KC: So, okay. So, moving on, po. So, for the checking of expiry, Mr. Rapisora, you said that, We take note of the product’s expiry date. And chi-check yung dumating po. And if it’s 6 months before expiration, we will keep an eye on it so that it can be pulled out by the distributor. That correct po?

JB: We will monitor kung 6 months pa lang, either pwede nang i-pull out to be replaced by the distributor or mag-stay pa siya until na mag-expire na. We will pull out na, na mauubotan na na ng expiration date. Kung may time pa, we have to contact the distributor kung mag change yung item.

KC: This is to prevent selling of expired products. So, Mr. Bacani said that we put near-expiry products with tags po. And with expiry dates, we will know that what products must be sold immediately, and purchased orders do not have expiry dates. So, we have to take note of the expiry dates manually. We rely on daily inventory to keep track of expiring dates. Out of stock is another problem, because products will be sold out all of a sudden.

JB: Pero, additional sa expiration palang. Merong kasing item na, the same item, the same name, the same item, pero different expiration dates. So yung, sinabi ni pharmacist na, we will sell first the product na malapit na expire para maiwan yung matagal na expiration. Kasi may item na magkasama sila sa isang lagayan pero yung isa, malapit ma-expire, yung ibang matagal naman.

KC: You mention po yung fast-moving product. Yung fast moving products is yung mga antibiotics and if it is at its critical point, kungware if its Amoxicillin, mga 20 units, its already at the critical point. And for slow-moving products, ito yung mga ano, yung mga mabagal, yung lotion, efficascent oil.

NR:...baby towel…

KC: So ilan po yung critical point ng slow moving products?

JB: Three.

KC: Three?

JB: Three items.

KC: Three.

SR: To define the critical point and the re-order point. Yung critical point, yung higher than re-order point or same na rin, yung na rin na re-order point.

JB: Feeling ko sir, yung critical point will be mas mababa sa re-order point.

SR: Para hindi umaabot sa critical point, naka-order na tayo.

KC: Sige isulat ko lang po. So, ito yung last questions. Do you have computer for pharmacy? Do you have computers for financial purposes only? I only use my laptop. Everything is stored in notebooks, yung sinusulatan po, i-tra-transfer to your laptop. And you said po you plan on buying computers. And you said po that everyone is computer literate. So tama po ba ang recap namin?

SR: Tama.

NR: Additional question lang po sa expiry, yung sa pag tag. Paano po siya tinatag?

JB: For example yung amoxicillin. Tinatag namin siya na may nakalitaw na white bond paper. Ginugupit namin iyon, mga small white papers. Signal siya na ang mga product na ito ay near expiry.

NR: So ganun din po ba sa mga capsul and tabloids?

JB: Kapag ganun ginagawa namin. Yung container mismo yung nilalagyan namin. Hinihiwalay namin ang products na malapit na mag expire. So malalaman namin kung saang container kukuha.

NR: Follow-up questions? Okay, so, yung lang actually i-interview naming. Hindi lang isang iiframe yung problem, sa nakitong kong problema ba talaga siya. Hindi pa kaming uusapang yung technical parts. So siguro kung may next time, kapa pwede kang pa-send...para pa sched namin.

…(do we need to put the last part, because I feel that they’re putting stuff already before we could even think of what software to give them…)

END OF INTERVIEW