

# User Manual



## Cutting edge. Ergonomic. Concise.

Congratulations on the purchase of your first class FAMA drawer system. FAMA is Europe's leading drawer system. It combines ergonomics with the highest quality and precision. All drawers are designed to provide easy access whilst keeping your stock densely stored and dust-free. Europe's leading pharmacy designers and shop fitters recommend and work with Willach's FAMA drawers.



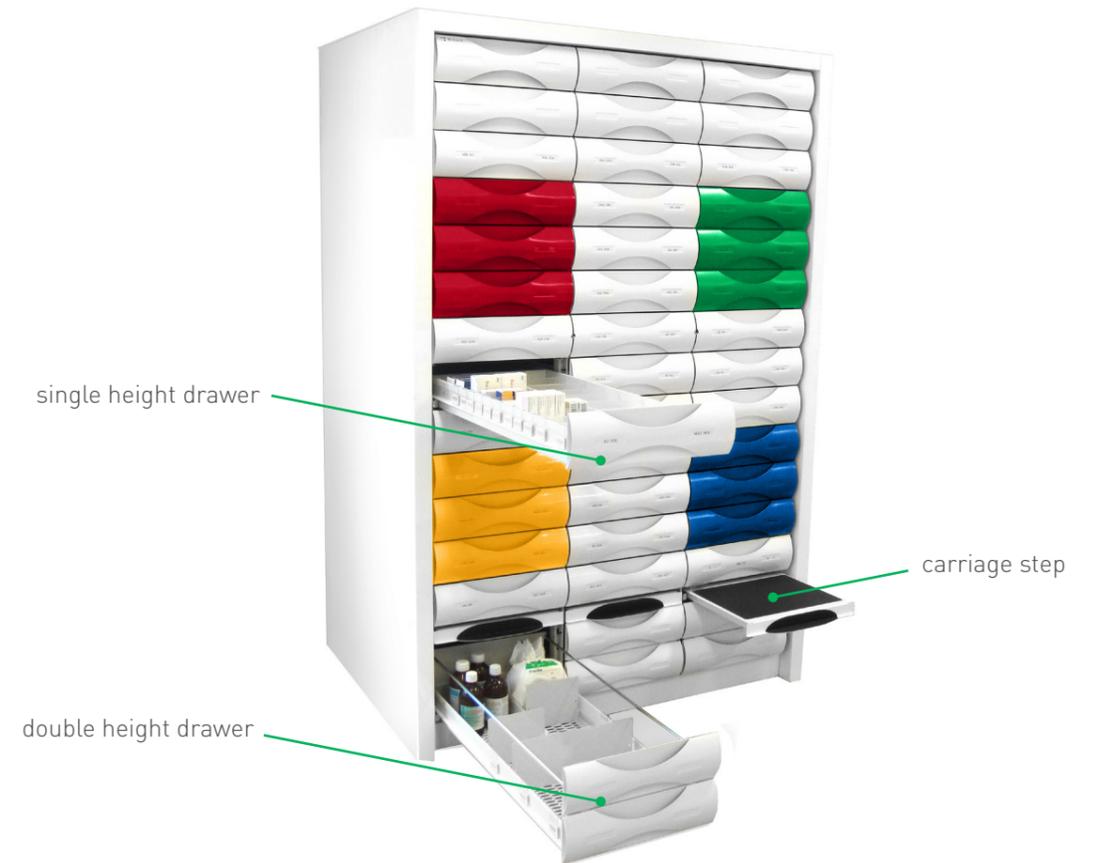
### Key benefits

- Ergonomic and safe access to medications with self-returning drawer mechanism and enclosed carriage step.
- Wire mesh base of drawers provides clear visibility and dust free storage of products.
- Professional product organisation using a unique divider and labelling system.
- Long life performance offering a long term investment to your pharmacy.
- High quality durable metal drawer fronts available in a range of colours to match your brand and design.



## Introducing FAMA.K

The FAMA.K drawer system is available as a minimum 2 bay unit and unlimited maximum number of bays. Three bays of FAMA.K are typically provided to cater for high density storage capacity of slow moving items in an average size community pharmacy on a compact footprint. Additional bays can be added depending on individual requirements.



FAMA.K drawers are available as single or double height drawers, with or without central dividing spines. A standard bay of FAMA.K comprises of 13 single height drawers and one double height drawer with central spines. Should storage needs change, drawer position within the bays can be easily changed at any time and single drawers can also be converted to double height drawers as required.

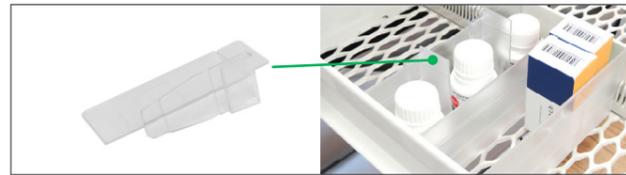
Each bay of FAMA.K has an integrated carriage step that incorporates an auto-locking system meaning it will not move when weight is placed on it. The carriage step has a 150kg weight capacity and makes accessing higher drawers more convenient.

## Product inclusions

The FAMA.K system comes with a range of accessories to allow for flexible and organised storage — assisting stock management and minimising errors.



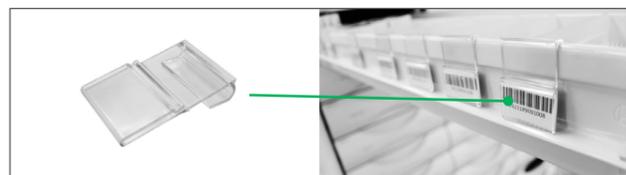
Plastic Cross Dividers: used to separate products within the drawers.



Plastic Sub-Dividers: clip onto cross dividers and are ideal for separating broken packs from remaining like stock.



Standard Steel Cross Dividers: ideal for organising larger products such as large glass bottles or bulky items in the double height drawers.



Label Holders: clear shelf tag label holders that clip on to side of drawers to assist with ordering and product identification.

Also included is a P-Touch labeller which provides neat and professional labelling once drawers are set up with stock.



## Preparation

Preparation is key to setting up your FAMA.K drawers effectively. Investing some focused time in this preparation stage will ensure that you have a seamless changeover.

Prior to moving your existing dispensary Willach will help you analyse your stock report and identify your top frequently dispensed items. These are typically your **fast movers** and are to be stored in a suitable fast mover storage system such as the FAMA round shelf, the FAMA fast mover shelving or the CONSIG robot.

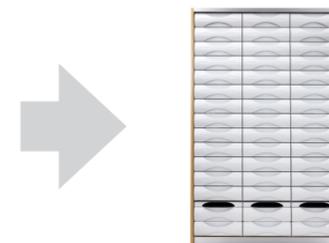
**Slow movers** are items that are not dispensed very often. Willach recommend keeping these items in FAMA.K drawers, where they are stored in a compact and efficient manner keeping them dust-free.

**Willach recommends sorting FAMA.K stock into alphabetical order according to drug molecule name (i.e. atorvastatin under "A" rather than located in "L" for Lipitor) — this avoids the need to rearrange products when items are out of stock saving valuable time. This also avoids confusion as to which is the available or preferred brand when selecting stock.**

Store your **fast movers** in your FAMA round shelf, FAMA fast mover shelves or CONSIG robot for quick access.



Store your **slow movers**, bulk, excess etc. in FAMA.K drawers where items don't get dusty.



Before you begin setting up your FAMA.K drawers, prepare by completing the following steps.

**1. Differentiate between your fast moving and slow moving stock.**

Using a highlighter or post it notes, mark your fast moving items within your existing dispensary. These items will then be stored in your FAMA round shelf, FAMA fast mover shelving or CONSID robot. The remaining stock can then be easily separated for transfer into the FAMA.K unit.



**2. Before putting any products in the drawers, partition an approximately 15 cm gap at the end of each drawer.**

This allows for easy segment adjustment when new products are added or package sizes change.



**3. Using post it notes or small pieces of paper, stick paper tags to the front of each drawer half in preparation for temporary labelling of stock locations.**

Willach recommends to use sticky notes or strips of paper to temporarily label your drawers for the first 2 to 3 weeks. This will allow you to adjust your stock before doing the final labelling with the P-Touch labeller.



**4. Leave the top one to two drawers of each bay empty.**

Willach recommends leaving the top one to two drawers of each bay empty for storage of excess stock, unusually shaped items infrequently used e.g. Mirena IUD, cautionary & advisory labels, repeat forms etc.

**5. Save the bottom double height drawers for storage of large bulky items.**

The standard single height drawers are used for the majority of products with the bottom double height drawers typically used for storage of large bulky items or large liquids.



**Set up**

FAMA.K drawers are designed to mimic traditional pharmacy shelving. When extended the drawers allow you to view them side-on — similarly as when standing in front of a traditional shelf.

To facilitate this side-on-access, stock should be arranged from left to right of each drawer, working down each side of the bay as shown in Fig.1 and Fig. 2

Viewing drawer side-on, arrange stock left to right



Fig.1

Fig.2

**Willach recommends sorting FAMA.K stock into alphabetical order according to drug molecule name (i.e. atorvastatin under "A" rather than located in "L" for Lipitor) — this avoids the need to rearrange products when items are out of stock saving valuable time. This also avoids confusion as to which is the available or preferred brand when selecting stock.**

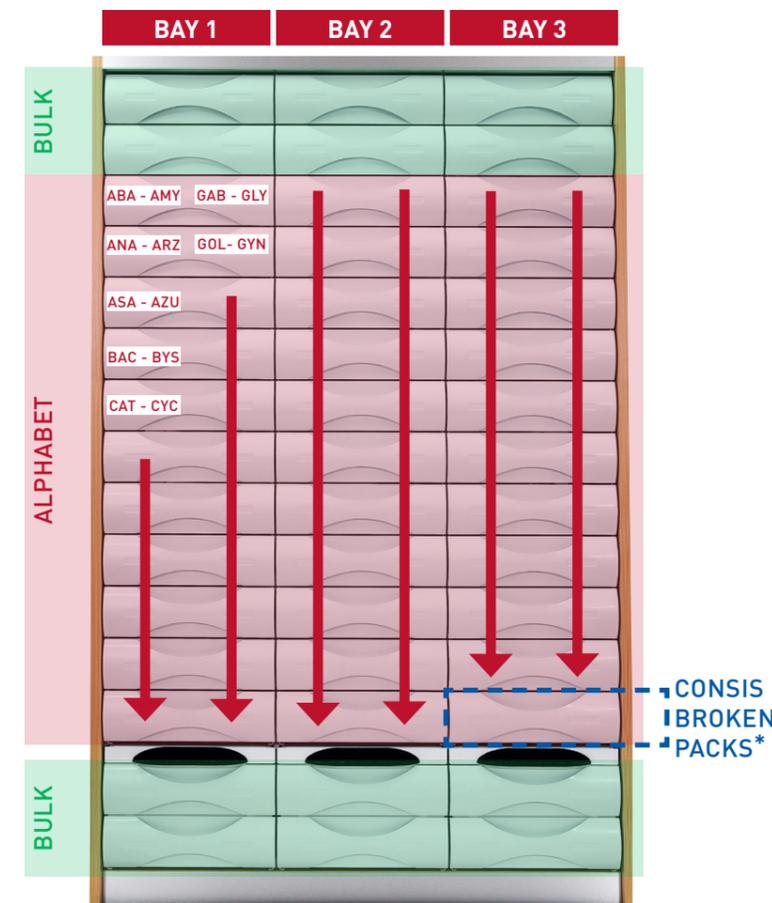


Fig.3

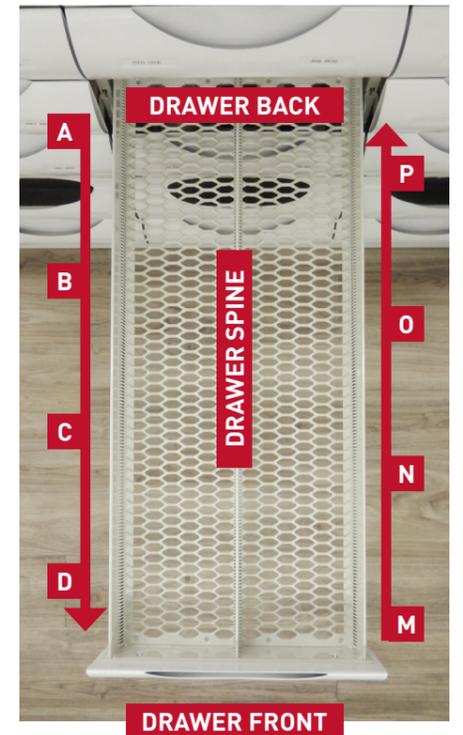


Fig.4

\*Refer to point 6 on page 07

Set up your FAMA.K drawers by completing the following steps.

1. With the first product (eg. aciclovir 500mg tablet) place this at the back of the left-hand side of the first drawer in the first bay — note that this may not be the top drawer if you have chosen to leave the top one or two drawers spare as shown in Fig. 3 on page 06.

2. Proceed to lay stock out roughly toward the front of that drawer half — do not insert any dividers at this stage as items are likely to get shuffled around before the first fill is complete and this is much easier to do without dividers in place.



3. Continue to lay the stock out left to right along the left-hand side of the first bay of drawers — working your way to the last single height drawer before the carriage step. It is recommended to leave the bottom double height drawers for large bulky items as shown in Fig. 3.

4. Once the left-hand side of the drawers are filled, continue the arrangement on the right-hand side of the first bay.

NOTE: for alphabetical order to be easily followed left to right, stock on this half of the drawer will need to be laid out from the **front** of the drawer towards the **back** of the drawer. If in doubt, stand side on to the drawers you are filling and consider which way the alphabet would run to allow for standard left to right reading order as shown in Fig. 4 on page 06.

5. Use the temporary Post-it notes to label the contents of each drawer. It is recommended to use the first 3 letters of the first product in the drawer and the first 3 letters of the last product in the drawer. E.g. if the drawer contained aciclovir tablets through to atorvastatin tablets the drawer front would be labelled ACI – ATO

6. If you have a CONSYS robot, leave the last drawer of the last bay free for broken **fast mover** packs as shown in Fig. 3 on page 06. Broken packs of **slow movers** can be simply stored alongside your original packages alphabetically in the FAMA.K unit and separated with a sub-divider. *There is also a range of coloured label holders which can be used to provide a visual “flag” for special circumstance items such as long term out of stock or sourced from a particular wholesaler. These are available for purchase on the Willach Online Shop.*



7. Once all your stock has been transferred and spread evenly throughout the drawers, use the dividers to separate the products and attach the plastic label holders for the barcodes.



## Labelling

Willach recommends to use sticky notes or strips of paper to temporarily label your drawers for the first 2 to 3 weeks. This will allow you to adjust your stock before doing the final labelling.

You will receive a P-Touch label device for neatly labelling the drawer fronts.

As stated above, the top 1 to 2 drawers are typically left free for storage of excess or infrequently used unusually shaped items e.g. Mirena IUD, etc. Ensure these drawers are also appropriately labelled.

The bottom double height drawers are ideal storage for large bulky products, large bottles and excess stock. You may wish to store these alphabetically or allocate drawers to specific products e.g. nebulas, liquids, etc.



### Tips!

- Where product packaging is similar and there is a high risk of selection errors, alternate the orientation of products to provide visual differentiation.
- FAMA is a flexible system. Drawers can be easily relocated to anywhere in the FAMA frame if requirements change. Empty single height drawers can be repositioned to assist with shuffling of products to create more space or double height drawers can be used for storage of scripts on file and moved from the bottom to a higher position for convenient access.
- Two single height drawers can also be converted to a double height drawer if storage needs change — contact the Willach team for further information.
- If the look or branding of your pharmacy changes the FAMA.K metal drawer fronts easily clip off and can be changed to other colours — contact the Willach team for further information.
- There is a range of accessories available for the FAMA.K drawers available for purchase on the Willach Online Shop.



 **Willach Online Shop**  
shop.willach.com.au

## Filling and Dispensing

- Willach recommends to re-fill the drawers from the back to ensure optimal stock rotation.



- Positioning products to allow stock picking from the front (and re-filling from the back) ensures the FIFO (First in-First out) principle is maintained and stock does not expire.



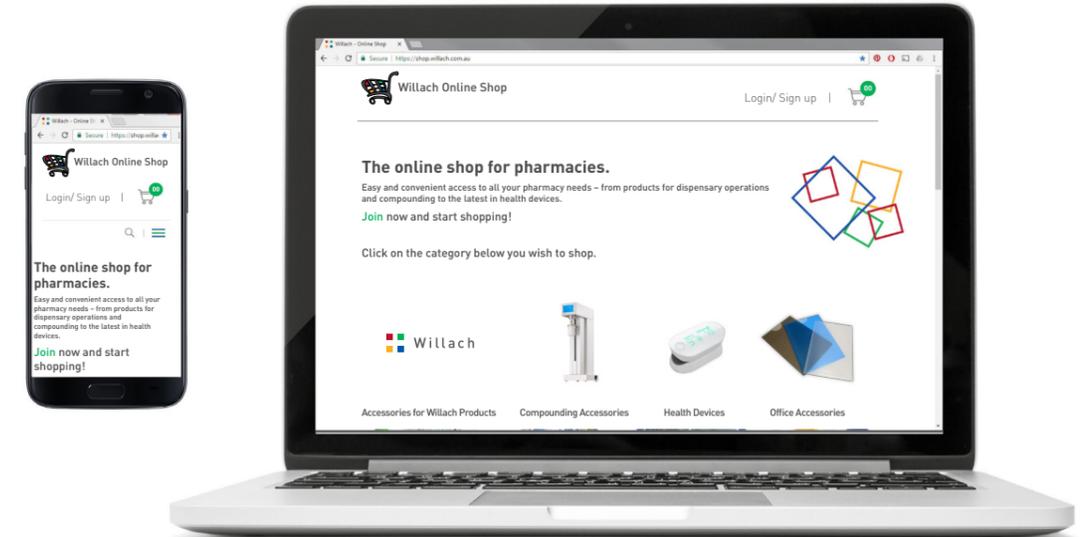
- Use the integrated FAMA carriage step to access stock in the top drawers. To access the step, place your foot on the toe grip and pull the step out — this is much less awkward than pulling the step out with your hand. Putting weight on the extended step engages the auto-locking system and the step will not move until you step off it. The carriage step has a weight capacity of 150 kg.



- The clear label holders provided with the FAMA.K drawers are ideal for barcoded shelf tags — allowing easy product identification and scanning as part of the reordering process.



## Willach Online Shop



To start shopping simply

- ✓ visit [shop.willach.com.au](https://shop.willach.com.au)
- ✓ register for an account
- ✓ receive a registration confirmation within 24 hours

Willach's Online Shop provides customers fast and easy access to an extensive range of Willach products, product accessories as well as a range of general pharmacy accessories and consumables — all designed to add operational efficiency.

[shop.willach.com.au](https://shop.willach.com.au)

# Willach Pharmacy Solutions.

## The right prescription for every pharmacy.

Willach is the market leader in Australia and Europe with regard to professional storage and dispensing equipment for medicines. With FAMA and CONSIS, Willach can provide system solutions for the conventional and fully automated storage of medicine packages: for any type of pharmacy, for any size of pharmacy. Willach undertakes all product development and production in Germany to assure the highest quality standards.



### **CONSIS** robotic systems

CONSIS® robotic systems offer a tailor-made and highly efficient automation concept for your pharmacy. Whether you want to save time or gain space: CONSIS® has the right solution for every situation.



### **FAMA** drawer systems

FAMA® large-capacity and underbench drawers provide fast access to packages, with good visibility, excellent space utilisation and ergonomically perfect operation. No other system offers you drawers which can store more packages in the same space.



### **FAMA** shelving systems

FAMA® worktop system and fast mover shelves were developed as a modular system to achieve the greatest possible flexibility. They can be precisely adapted to your individual requirements. FAMA® round shelves store fast moving items to provide easy and direct access to stock from any angle.



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