



The weakest link

CCA: Pharmaceuticals in the Cool Chain, September 25, 2013 – Lisbon
Marcel Fujike – Kuehne + Nagel



Who or what is the weakest link in air freight door-door pharma supply chain?

It is the shipper (pharma company)

→ expects:

- high quality transportation (temperature, time)
- procedures and standards (SOPs, WIs)
- skilled staff at all parties

→ **BUT:**

doesn't want to pay for it – thus tolerating risks during transport

General issues that create weak links

- missing skills (pharma, air freight)
- insufficient training
- missing standards / procedures
- cost optimisation / profit maximisation
- lack of cooperation & communication





Possible weak links: Shipper warehouse & airline handling



Shipper packing / loading area

- not conditioned
- too small for pallet / container loading
- missing equipment (forklift, roller bed ,etc)

Airline handling & loading

- split shipments
- offloading (payload optimisation, - restriction)



Possible weak links: Tarmac & customs clearance



Tarmac phase (export / transit / import station)

- cut-off times carrier warehouse to aircraft transport
- time beside aircraft (not protected)
- distance from warehouse to plane

Import customs clearance

- non conditioned warehouses
- long duration
- missing space in warehouses (shipments stay outside)





Addressing weak links: Risk mitigation measures

- Create standards (GxP compliance)
 - Training
 - SOP / Working Instructions (WI)
 - Minimum quality level
 - Selected partners only
- Start cooperating & communicating
 - Seamless process
 - Clear communication lines
- Invest into & use latest technology
 - Real-time shipment condition
 - Pro-active monitoring
- Optimise loading process & equipment
 - Enhance tarmac / plane loading process
 - Use available equipment (cool dollies, trucks)





Example: Risk management for every shipment

KNPharmaChain

Air GXP Compliant



GXP compliant pharma network



Global visibility, door to door with KN Login (real-time monitoring options)



Carrier and lane risk assessment



Pharma specific SOPs / Kuehne + Nagel working instructions



Specialised pharma training for all Kuehne + Nagel staff



KN PharmaChain & IATA product labels



Comments / Questions??