The weakest link
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

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**Tarmac phase (export / transit / import station)**
- cut-off times carrier warehouse to aircraft transport
- time beside aircraft (not protected)
- distance from warehouse to plane

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**Import customs clearance**
- non conditioned warehouses
- long duration
- missing space in warehouses (shipments stay outside)
Adressing 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

- 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??