



CASE STUDY

# HEALTHCARE REGIONAL DISTRIBUTION CENTER IN ASIA-PACIFIC

# OUR CUSTOMER IS A LEADING GLOBAL PHARMACEUTICAL COMPANY, COMMITTED TO IMPROVING LIFE BY PROVIDING A BROAD RANGE OF MEDICINES, VACCINES, AND INTEGRATED HEALTHCARE SOLUTIONS ADAPTED TO LOCAL NEEDS AND MEANS.

## BUSINESS CHALLENGE

Our customer is present throughout the world, and can approach diseases and their treatment in the context of different cultures and socio-economic environments. This proximity to the market is fundamental in understanding the healthcare policy and to ensuring reactive and innovative response to the supply chain. Through extensive knowledge of the healthcare market, and the continuous need to ensure reactivity and cost efficiency in the supply chain, our customer wanted to implement a pharmaceutical logistics platform in Asia to manage inbound inventories and distribution within Asia via air and seafreight:

- ▶ Inbound from 5 countries
- ▶ Outbound for 10 countries
- ▶ Added value services: redressing, QC and quarantine.

## METHODOLOGY & SOLUTION

SDV integrated and analysed the data and qualitative information to establish optimum logistics organisational and facility structures in relation with the customer and SDV networks and local authorities. The project teams designed the most efficient warehousing, information technology and transportation networks to operate within the supply chain framework and ensured that these were implemented to mutually agreed timetables. The main following activities were designed and implemented:

- ▶ **Receipt of Goods/ Goods In:** Once the integrity of the goods is determined, it is stored accordingly. To optimize the space in our warehouse and to respect FIFO, locations for storage are managed by WMS based on multiple criteria (type of goods, ABC class...). Warehouse staff simply have to confirm the order by scanning it. As key data is recorded in the system, the tracking of goods can be easily performed.
- ▶ **Redressing:** As our platform supplies the entire Asia-Pacific market, a dedicated area enables us to perform any specific requirements, such as product re-labelling and inserting the necessary leaflet depending on the language of destination. Checks are performed at every step of the process for every product, to maintain a high level of quality.
- ▶ **Quarantine and Quality control:** After the redressing works, the stock is placed in the quarantine area pending inspection. The checks are overseen by a pharmacist. Rejected products are placed in the dedicated Damage/Reject areas and all actions documented. Batch/Lot numbers are recorded.
- ▶ **Packing:** To ensure a very high level of accuracy, our professional packers perform checks on order quantity. Several workstations are available to pick and pack. The packing material used is adapted to each type of transport (air or sea) as well as special specifications (i.e. dangerous cargo).
- ▶ **Shipping:** With its close proximity to the airport, SDV is able to provide the customer with a fast response to their airfreight shipments. All work procedures are carried out in accordance to GDP recommendations.
- ▶ Temperature sensitive products will be packaged using insulated boxes (+2° C to +8° C, up to 96 hours) and transported using reefer trucks. In some instances, loggers will be placed in these packages to record any fluctuations during transit.

## BENEFITS AND RESULTS

Launch of a dedicated pharmaceutical platform:

- ▶ 2 400sqm (with possible extension of 1400sqm)
- ▶ 2300 pallet positions (with possible extension of 1400 positions)
- ▶ Clear stack height – 8 meters
- ▶ Several enclosed Redressing Rooms (total 300sqm)
- ▶ Special rooms to handle psychotropic drugs (e.g. soft flooring, built in washing facilities)
- ▶ Cold Room [2 to 8 °C] (70sqm)
- ▶ Strong-room for storage of important materials (e.g. client's packaging material)
- ▶ Dedicated area (240sqm) for quarantine, damage, rejected goods
- ▶ Dedicated and sheltered loading bays (5 bays)
- ▶ Epoxy flooring
- ▶ 24hrs air-conditioning for the whole storage area – 25 °C (monitored)