

BIOMERIEUX

# Working for health



*A major player in the in vitro diagnosis of infectious diseases, bioMérieux designs, produces and markets reagents and instruments used for medical analysis and controlling quality in the food and pharmaceutical industries. bioMérieux has chosen Norbert Dentressangle for the European transport of temperature-controlled products. A reliable partner, which has managed to adapt to the strict requirements of the pharmaceutical sector.*



**Benoît Adelus**  
Executive Vice-President  
bioMérieux

**T**o fight against infectious diseases: that's bioMérieux's mission, and an ambition shared by its worldwide team of 5,300 staff. Their aim is to encourage the rapidity and precision of medical decisions, while controlling health costs and developing innovative solutions for industrial microbiological inspections. Its clinical activity involves procuring, for hospitals and laboratories, instruments and reagents used to diagnose infectious diseases, such as Aids or hepatitis, based on biological samples. Its industrial activity produces instruments and reagents that enable the microbiological quality of a foodstuff, or the absence of contamination (salmonella, listeria, etc.), to be checked based on the analysis of a sample. In 2003, bioMérieux generated 914 million euros of turnover.

**Health-sector requirements**

Ranked 8<sup>th</sup> worldwide in terms of in vitro diagnosis and present in over 130 countries, bioMérieux has 13 production sites worldwide, specialised in one or more technologies. A structure like this requires flawless logistics services. "Each site has to be able to meet

standards comparable to, or even stricter than, the pharmaceutical industry, in terms of quality and good manufacturing practices, as well as logistics, storage temperature, expiration date, precautions in handling and dispatching products,

perfectly met the conditions of our specifications, and managed to do this within a very short timeframe. Further, it conforms to very specific legislation relating to the management and dispatching of our products, and has organised and trained teams dedicated



and traceability”, highlights Benoît Adelus, Executive Vice-President. Recently, bioMérieux has grouped together its European logistics activities in its warehouse in Plaine de l’Ain (France). The company has chosen to outsource the logistics of temperature-controlled products. “We chose Norbert Dentressangle for several reasons”, explains Benoît Adelus. “The Group

**“bioMérieux's French customers can modify their orders up to 24 hours before delivery. This requires exemplary response time.”**

to our activity. Currently in the implementation phase, it is proving its responsiveness in the field. Lastly, we share a common culture linked to our Rhone-Alps region identity and to the family nature of our businesses, both of which are floated on the stock exchange.” But more than this, bioMérieux's aim is a simple one: customer service must not be affected by this change, “a customer, a hospital, or a biologist must never be out of stock.” Thus, to be sure of optimal coordination, Norbert Dentressangle has trained up on bioMérieux's computer system. The partnership began in May 2004, and all throughout its implementation will undergo strict quality inspections. Keeping bioMérieux's customers satisfied is a new challenge for Norbert Dentressangle!

## Storing and dispatching sensitive products

Norbert Dentressangle, on behalf of bioMérieux, stores reagents that must be kept at room temperature and prepares them for dispatching to bioMérieux markets worldwide.

In detail, this means:

- 3,500 sq. m of storage space dedicated to bioMérieux in the Saint-Vulbas warehouse, near Lyon, France;
- a 30-person team;
- the creation of packing stations;
- the daily preparation and dispatching of 500 parcels for France and 150 parcels for Europe ;
- the daily preparation of almost 40 pallets, i.e. 3,500 products dispatched to the European subsidiaries.