



Health products delivered safely

Anti-diabetic medication, tests to diagnose toxoplasmosis or HIV, insulin injections. These products save human lives every day. Their distribution is a matter of public health and therefore must be optimal: professionals in the sector demand a guarantee that products will be delivered without being denatured, without the load being interrupted and in total security. bioMérieux, Horiba ABX and Novo Nordisk trust their Transport/Logistics partner to store and distribute their products.

Pharmaceutical products represent a real transport and logistics challenge: controlled temperature, traceability, dangerousness and fragility of products with very high added value are the constraints that have to be taken into account and respected at all costs, because patients' health is at stake!

Controlled temperature storage and transport

The European Medicines Agency (EMA) has defined two sorts of pharmaceutical products:

- the "2/8", which must be kept in a cold room between 2 and 8°C. These products include, for example, the flu vaccination or injectable solutions such as insulin;
- and "ambient" products, such as tablets or sachets of powder, that must be stored and transported between 15 and 25°C.

"In our global storage space in Lyon, the entire unit is controlled at 18°C and we have a cold room kept at between 2 and 8°C", explains Benoît Carpentier, Logistics and Safety

Manager with Horiba ABX. *“It’s a big investment from the Norbert Dentressangle Group.”*

In the warehouses or in chilled trailers, temperatures are continuously controlled by probes or a telesurveillance system. *“Our specifications have been reinforced in terms of reporting, and our Transport/ Logistics partner, who knows our requirements, has applied them at the operational level”,* explains Christian Jolivet, Procurements Manager with Novo Nordisk. *“We are confident in the way the products are handled; they are well taken care of”,* concludes Mr Jolivet.

Technology serving traceability

For quick delivery without breaking the chain of cold, the trucks that transport the pharmaceutical products stop hardly at all, or never, and the unloading time for pallets is kept to a minimum. *“Controls are carried out systematically each time the driver stops, and the driver sends a report after delivery. Any deviations in temperature and other problems are detected in real time,”* explains Christophe Chatonnet, Planning & Customer Service Manager with Novo Nordisk. In terms of technology, a data exchange portal directly transmits orders to Norbert Dentressangle teams, who process them immediately and track them. Thanks to this technology, the customer can track his orders in real time. *“Traceability, one of our fundamentals, is thus guaranteed by a rigorous process”,* explains Philippe Broyer, Manager of bioMérieux’s logistics platform in France. *If a quality problem arises, we must know which customer we delivered the product to,*

in order to be able to recall the batch, and we have to be sure that our operators respect these procedures.”

Reinforced security

Pharmaceutical products are the results of years of research and experiments and they have very high added value. If we add the medical and human value to this, it is essential to make sure they are stored securely. *“Our global warehouse is controlled by alarm and we have set up a backup procedure in the event of any problem”,* explains Benoît Carpentier.

Staff members are also made aware of the fact that some of these products can be dangerous: *“Some of our products are subject to regulations, thus requiring specific labelling and training of staff in their handling and the quantities to put in each truck”,* continues Benoît Carpentier. Other products, packaged in vials, are not very resistant to shocks. *“The quality of preparation is important: customers naturally expect to receive products that are unbroken”,* explains Philippe Broyer. *“We have very strict service levels: 99.5%. The margin for error is very small”,* concludes Mr Broyer. *“Quickly, the Norbert Dentressangle Group proved to us that it could reach these ambitious objectives.”*

Temperatures controlled 3 times a day, secured pallets, temperature maintained in boxes thanks to Freezepak: the Norbert Dentressangle Group applies its know-how to product safety.

BIOMÉRIEUX

Worldwide player in the field of in vitro diagnosis for over 40 years, bioMérieux offers diagnostic solutions (reagents, instruments and software) that determine the source of an illness or a contamination to improve the health of patients and to ensure the safety of consumers.

- Turnover 2007: 1.063 billion euros, of which 84% made abroad;
- World co-leader in microbiology;
- No. 3 worldwide in diagnosing infectious illnesses;
- World leader in industrial microbiology;
- Over 5,700 employees in 150 countries;
- 36 branches;
- 12 production sites and 10 R&D centres;
- Delivery of products in France within 24/48 hours.

HORIBA ABX

- Number 2 in Europe in the field of haematology;
- Specialised in the in vitro diagnosis market (haematology and biochemistry);
- Production of analysis instruments and reagents for laboratories all over the world;
- 134.4 million euros turnover in 2006;
- 888 employees;
- 3 production and research centres: Montpellier, Kyoto, Sao Paulo;
- Miniature apparatus exported as far as Greenland for scientific missions.

NOVO NORDISK

- World leader in insulin shock therapy;
- 25,000 employees in the world;
- Installed in 80 countries with production sites in Denmark, the United States and Brazil;
- 5.5 billion euros turnover;
- Distribution in 33 countries, 70% of which in Europe and 30% overseas (Japan, Australia, Argentina, Canada, India).

