



CASE STUDY: REDUCED PRODUCT LOSS



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BACKGROUND

A global biopharmaceutical manufacturer was experiencing huge losses in +2° to +8°C and +15 to +25°C diagnostic reagents out of their facilities in the United States to Riyadh, Saudi Arabia. They had settled on using temperature indicators instead of temperature data loggers. Temperature indicators are fairly popular for last-mile distribution. They change color or physical appearance after exposure to temperature variations over time. However, they are not supported by regulatory or standards-based guidance for good cold-chain management practices whereas temperature data loggers are. Upon arrival in Riyadh, the consignee would review the temperature indicators and discard any shipment which showed any deviation or had no indicator.



APPROACH

Based on audits from regulatory agencies, LifeConEx considers temperature data loggers and the systems used to manage information they collect as “critical components” of overall cold-chain management. LifeConEx recommended placing temperature data loggers on the shipments for a more detailed view of temperatures experienced during transit. However, the manufacturer requested that the sensors be removed prior to tender to consignee. Due to local customs regulations, access to the shipment prior to recovery by the consignee was not possible.

RESULTS

A process was established to bring temperature controlled trucks into the customs area in the Saudi airport. The product was then placed immediately into the trucks upon arrival while awaiting customs clearance. This aided in getting the shipments into the possession of the consignees more quickly. The manufacturer also now knew that the product was in the consignee’s possession and the consignee could no longer say that they didn’t have the product or that it was stored incorrectly.

Through the contingency process implemented with the broker and consignee, LifeConEx brought added visibility to the manufacturer – even providing updates when the product was stored inside the temperature controlled trucks in Riyadh. The end result was a drastic reduction in disposed shipments.

ABOUT LifeConEx

LifeConEx offers peace of mind as the only industry-specific, end-to-end cold chain management solutions provider for the life science industry worldwide. With oversight of the entire global landscape, LifeConEx designs and orchestrates the shipment process end-to-end proactively and reactively, assuring the integrity of your product’s desired condition. You experience shorter cycle times, a reduction in temperature excursions, and far fewer damages than typically experienced by shippers. LifeConEx it & Live your Life.

LifeConEx is supply chain party neutral (airlines, forwarders, truckers, packaging, and technology).

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