

# HEALTHCARE



**SUPPLY CHAIN SOLUTIONS**

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## INTRODUCTION

NYK Logistics fully understands the specific requirements of the healthcare supply chain and has invested heavily in specialist resources and expertise.

The company provides dedicated solutions delivered by dedicated teams using dedicated resources, ensuring complete product integrity, legislative compliance and exceptional customer service.

From the delivery of raw materials into the manufacturing process, to the delivery of drugs and equipment into patients' homes and from the modelling and execution of complex pan-European solutions, to regional operations, NYK Logistics has specialist expertise, high quality resources and a full range of capabilities in support of the healthcare supply chain.



## STRATEGIC PLANNING

Every supply chain profile has unique characteristics which need to be considered when putting together a robust and cost effective solution. NYK Logistics works closely with its customers to design reliable yet lean supply chain solutions.

- Geographic analysis
- Supply chain modelling
- State-of-the-art technology
- Continuous monitoring and improvement
- Change management

## CUSTOMER SERVICE

At its very heart, the healthcare industry is about people. As an extension of its customers' businesses, NYK Logistics works hand in hand with them to bring the maximum benefit to their supply chains, ensuring the integrity of their product is never compromised.

- Dedicated teams
- Tailor-made solutions
- Partnership approach
- Timely, proactive communication
- Value added services



## UK DISTRIBUTION

Using a dedicated vehicle fleet with temperature-control capability, NYK Logistics offers a comprehensive pharmaceutical distribution service to wholesalers, retailers and hospitals, with a delivery capability which includes ward and sterile services departments. Homecare services are also provided, delivering medical supplies and equipment to patients' homes, using a specialist driver team with training in patient empathy.

### Hospitals

- Public Health Authorities and private clinics
- Assistance with stockholding profile
- Low volume, high frequency deliveries
- Short lead time, patient specific deliveries
- Ability to react to major incidents
- Value added services
  - Inventory rotation
  - Ward preparation
  - Sterile services

### Homecare

- Dynamic planning for maximum efficiency
- Keyholding for patients' homes
- CRB checked, fully vaccinated drivers
- Driver retention – patient trust / familiarity
- Stock monitoring and rotation
- Liaison with client customer services
- Patient confidentiality

## WAREHOUSING SERVICES

NYK Logistics provides secure pharmaceutical warehousing space in either a dedicated or shared user environment, conforming to MHRA and EU legislative standards. Services include picking and packing of orders for onward distribution, either by NYK or approved parcel carriers.

- Strategic coverage
- Warehouse optimisation
- Dedicated space
- Temperature controlled/chilled
- High security
- State-of-the-art IT systems
- Inventory control
- Batch tracking

## PAN-EUROPEAN SERVICES

NYK Logistics provides pharmaceutical manufacturers with a comprehensive pan-European service and operates high quality vehicles and crossdocks throughout Western and Eastern Europe and beyond, with high levels of security throughout the supply chain.

Using a combination of own resources and those of carefully selected and managed partners, solutions to highly complex supply chain requirements are provided.

- Strategic planning
- Dedicated planning team
- Load/cost optimisation
- Pharmaceutical crossdock/consolidation centres
- Satellite tracking of vehicles
- Temperature control and monitoring
- Approved partners
- Security/quality assurance
- Inter-country movements
- Cross-border movements
- Liaison with manufacturing plants
- Order book planning

## QUALITY ASSURANCE

Product integrity, legislative compliance, predictability and cost-effectiveness characterise NYK Logistics' approach to the healthcare supply chain. An experienced and expert team of healthcare specialists are fully conversant with the latest legislation, quality and environmental standards and best practice guidelines and apply rigorous processes and procedures to deliver complete reliability, and continuous improvement.

Pre-agreed reporting and key performance indicators are customised to specific customer requirements, providing valuable management information in a variety of formats, including web-based for real time operational visibility.

- GDP
- GMP
- FDA
- MHRA
- ISO
- Internal and external audit
- Quarantine
- Standard pan-European operating procedures
- Product recall

## TECHNOLOGY

NYK Logistics' pharmaceutical supply chain services are underpinned by the latest technology for maximum efficiency, reliability and transparency.

- Dynamic load planning
- Temperature monitoring
- State-of-the-art transport and warehouse management systems
- GPRS satellite tracking
- SMS text messaging
- EDI links
- RFID development
- Electronic proof of delivery capture
- Web-based reporting

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