Quality without compromise
Logistics: a high strategic challenge for pharmaceutical and well-being industries

Because lives are often in the balance, Pharma logistics requires solutions adapted to every need, combining professional discipline, operational excellence and continuous improvement.

Conformity
A multi-level (country, region, international) ever demanding and changing regulatory framework requires proactivity and readiness in order to maintain a compliant supply chain.

Safety
For patient safety and responsiveness whenever required, Pharma industry players need full traceability to ensure visibility and control over their activities throughout the supply chain. Appropriated handling and safety systems guarantee total products integrity, cold chain continuity and protection against any theft and counterfeiting risk.

Flexibility
Industry professionals are looking for supply chain solutions that suit their distribution strategies for their different product ranges: centralised stock and regional distribution, direct sales to pharmacies, delivery to hospitals etc.

High performance
To be able to deal with all types of distribution networks, the Pharma industry players will entrust their logistics to a reliable partner able to pool flows and manage data confidentiality, keeping every stage of the supply chain safe and secure.
FM Health: high performance solutions for complex logistics

Safely getting the right medicine or the right medical device to the right place at the right time: nothing is more vital than logistics performance when it comes to supplying healthcare professionals with the means to treat their patients. For almost 50 years, FM Logistic has been organising complex logistics solutions. Today, the capitalised know-how is available in an environment dedicated to pharmaceutical and well-being industry players: FM Health.

With transport offices all over Europe and dedicated Health operations in 6 countries, FM Health has some 250 employees all with expertise in the logistics requirements of the pharmaceutical industry. They work closely with their customers, providing them every day with dedicated and comprehensive supply chain solutions, from units to pallets, from parcels to full trucks, for all Pharma distribution networks: wholesalers and pharmaceuticals groupings, medical device manufacturers, clinics and hospitals, laboratories, pharmacies and patients.

A shared industry culture for tailored logistics solution

In each country and across Europe, FM Health has a team of high-skilled professionals, capable of fully understanding the complexity of Health supply chains, sharing a common culture with their customers and applying the same references and standards. They take into account their customers’ needs and expectations to design the most appropriate solutions to optimise the organisation and execution of a secure, reliable supply chain.

Two commitments: total customer satisfaction and continuous improvement of service quality

FM Health is committed to continuous dialogue, long-term partnerships and providing innovative responses to developments in customer’s businesses thanks to operational and functional specialists who work in total synergy to serve a single objective: total customer satisfaction. FM Health can thus meet its commitments and comply with the most stringent quality and performance criteria, from the designing of the solution to its implementation, in a continuous improvement dynamics.

The strength of an international logistics group: FM Logistic

FM Health groups together FM Logistic’s pharmaceutical specialists, leveraging the resources and expertise of a major international group whose know-how is recognised by all the players in the market. In the 12 countries where FM Logistic operates, the customers of FM Health thus benefit from proven, consistent logistics processes, from the support of top level interlocutors and from infrastructure for an extended range of services. This is why, in just ten years, FM Health has become the preferred partner providing complex logistics solutions to the major players in the pharmaceutical and well-being industries in Central and Eastern Europe.
Supply chain: end-to-end control for operations excellence

Mastering every link of the supply chain, FM Health delivers operational excellence and fully compliant logistics solutions.

In order to build structures in accordance with Health standards and regulations, FM Health is supported by FM Group integrated building engineering, NG Concept. NG Concept designs and builds environmentally friendly multi-client warehouses that are built to a high architectural standard and offer optimised storage space.

Flows traceability and products’ integrity are ensured by validated warehousing, co-packing and distribution processes as well as information systems compliant with Pharma rules. FM Health teams are fully trained to pharmaceutical major stakes and pharmacists on site ensure that operations are run according to good manufacturing and distribution practices.

Regulatory watch, monitoring and regular audits reinforce FM Health’s commitment to excellence.

Continuous improvement
FM Logistic develops a pragmatic training program in order to share a common mindset and a dedicated toolbox. From management to operations, a concrete and long lasting continuous improvement approach is in place focusing on processes simplification and added value creation.

FM Logistic’s continuous improvement program is based on two complementary approaches:

- Lean management, which relies on the collective intelligence from the field and gets all players involved in simple improvements for quick results;
- DMAIC, a project methodology in five steps that uses quantified diagnosis and analysis tools for improving and optimising business processes.

Accurate real-time monitoring
FM Health uses FM Logistic dedicated solutions for supply chain management and control. These solutions allow tracking, tracing and performance information, ensuring full visibility and proactive management of any malfunction.

Additional added value services with pharmaceutical expertise

- Sales administration, invoicing and cash collection
- Administrative management of imports and exports
- Marketing authorisation applications

Certifications

- ISO 9001 :2008
- ISO 13485 :2003
- ISO 14001 :2004
Design of dedicated solutions
- Barycentre studies
- Flows modelling & consolidation
- Innovative & approved processes
- Rationalisation of logistics resources

Storage & order management
- Compliant pharmaceutical environment
- Compliance with good distribution practices (GDP)
- Team of on-site pharmacist
- Controlled temperature installations:
  - 2-8 °C, 15-25 °C
- Pick & Pack solutions from units to full pallet

Co-packing
- Operations compliant with good manufacturing practices (GMP)
- Secondary packaging
- Labelling and GMP labelling

Transport & Distribution
- Domestic and international
- Parcels distribution
- Flows coordination
- Event management

International presence
- Brazil
- China
- Czech Republic
- France
- Hungary
- Italy
- Poland
- Romania
- Russia
- Slovakia
- Spain
- Switzerland
- Ukraine

FM Health current operations
FM Logistic current operations
FM Logistic: international organizer of logistics solution since 1967

FM Logistic is one of the leading players in warehousing, transportation and co-packing businesses. Independent and family-owned, the group is recognised as being expert in the consumer goods, retailing, perfume/cosmetics, industrial and health markets.

With a workforce of 19,500 based in 12 different countries, FM Logistic has increased its revenue by 2.3% this financial year, reaching 1,066 billion euros by 31 March 2015.

In addition to its international expansion, the development of FM Logistic is focused on a strong innovation policy, pursued while also respecting the environment. Under this framework, the group is the pioneer in “pooling” (the sharing of transport and logistics resources), a concept for which it has received numerous awards over the past few years.

Ecologically responsible by design, in 2014 the company joined the Green Freight Europe program, an independent initiative aimed at improving the ecological performance of freight transport in Europe. In 2015, FM Logistic develops its CityLogin offer - an urban logistics solution meeting the requirement of major European cities for sustainable last mile deliveries.

FM Health contact
Alexandre de Beaupuy
Rue du Général Dufour 22, CH-1204 Geneva
adebeaupuy@fmlogistic.com – Tel.: +41 78 708 0227

FM Logistic head office
ZI de l’Europe
57370 Phalsbourg – FRANCE
Tel.: +33 (0)3 87 23 12 12

www.fmlogistic.com