

# A robust cold chain with a pro-active quality improvement approach

Grifols is a global healthcare company that produces plasma-derived medicines for people who have rare and life-threatening disorders such as hemophilia, immune deficiencies and genetic emphysema.

Grifols is based in Barcelona, Spain, with U.S. headquarters in Los Angeles, CA, and regional offices in Research Triangle Park, N.C. The company has three, state-of-the-art manufacturing facilities in Clayton, NC; Los Angeles, CA; and Barcelona, Spain.

Grifols has been using the Envirotainer containers worldwide since 2001 and the value added service Shipping Summary Report since 2004.

## Active Cold Chain Services

Envirotainer's Active Cold Chain Services enable customers like Grifols to efficiently manage product cold chains by analyzing their requirements, developing standard operating procedures for shipment routes, developing worst case test scenarios, conducting tests, qualifying container performance and monitoring door-to-door shipments.

The Shipping Summary Report and Transport Evaluation Services, delivered through the Cold Chain Services department, are designed to provide cold chain visibility that can be used to improve the cold chain.



# The Solution: Transport Evaluation

Transport Evaluation is the fundamental tool to follow-up shipments in the cold chain, ensuring repeatable handling procedures with predictable long term, high quality results.

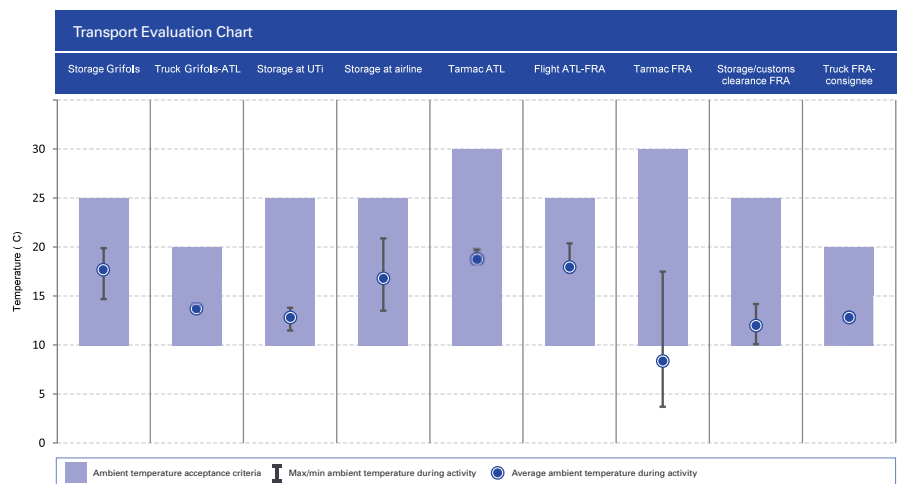
The service created in collaboration with Envirotainer, provides Grifols with an easy overview allowing them to quickly find areas that can be improved in a measurable way. This is possible due to the transport activity overview where each activity is shown with its defined acceptance criteria.

During quarterly meetings with Grifols, UTi and Envirotainer the statistical outcome of the shipments are reviewed. The previous twelve months of shipments are compared over time and seasons with the acceptance criteria. Any changes made to the transportation schedules are taken into account to ensure that the Transport Evaluation reflects the reality in the best possible way.

The Transport Evaluation has given Grifols a deeper insight into possible problem areas. Together with UTi's proactive approach and SOP execution,

the tool has been a key element in mitigating risk in their cold chain.

All parties involved play an active role in the review of the shipment setups to ensure the highest probability of success. The joint meetings give better understanding of the problem areas to everyone involved. The learnings from this collaboration have already resulted in several improvements and a robust and ever improving cold chain.



**Jim Bacon, Senior Director, Global Demand Planning & Customer Operations for Grifols, states:**

*"The Post Shipment Analysis offering from Envirotainer has been an invaluable process for Grifols. Marrying logistics and temperature information together provides an informative perspective on the shipments and allows for the correlation of events to each other. This information allows us to make assertions on when and where or why a temperature event has occurred and to take corrective actions. The addition of Transport Evaluations has led us closer to a repeatable process to measure provider performance and has created increased confidence in desired outcomes. Transport Evaluations and Shipping Summary Reports provide a compliment to our quality processes. This is a proactive approach to identifying and correcting logistics issues before they become major problems and impact product integrity. There is a relationship between how carefully you plan and control your shipment and the outcome/integrity of the product you are shipping."*

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