

ELIMINATING TEMPERATURE EXCURSIONS BETWEEN INDIA AND SPAIN

PHARMA
CASE STUDY

// THE SITUATION

A global leader in enzymatic antibiotics and next generation statins needed a partner to manage monthly shipments of temperature-controlled pharmaceutical products between India and Spain.

With its previous shipping partner, the company had regularly experienced temperature excursions during transportation – leading to time delays, wastage and escalating costs. Rhenus was tasked with reducing the risk of these temperature excursions happening. Quality of service was paramount for the client – at every point in the journey, from pick up to delivery.

// HOW RHENUS HELPED:

Rhenus identified that temperature excursions were most commonly occurring during offloading and onloading while being routed via Dubai airport. The first step was to partner with an airline that could transport the goods on direct flights from New Delhi to Amsterdam, with temperature-controlled trucking then deployed from Amsterdam to Zaragoza.

To further reassure the client that customs checks were being handled correctly, Rhenus India also ensured that at least one staff member was present at New Delhi airport.

Rhenus now manages monthly shipments of two products on behalf of the client. Item A is maintained at 15-25° C and Item B at 2-8°C. This is also transported within RAPT2 envirotainers leased through the airline. Delivery of the products within Spain then takes place in temperature-controlled trailers.

// WHY RHENUS?

Rhenus conducted a Route Risk Assessment, an examination of every stage of the journey to identify where improvements could be made. For example, the team changed pick-up and delivery times – to enable offloading to happen when temperatures are cooler.

The Corrective Actions and Preventive Actions (CAPA) Report provided by Rhenus demonstrates the steps Rhenus takes to prevent temperature excursions from happening. Temperature loggers within pallets identify if, when and where temperature excursions occur. The client continuously analyses this data and is confident that no none have taken place since the CAPA report was initiated.

The whole process now runs extremely smoothly, and the client is extending its partnership with Rhenus to manage additional lines out of India.