



Ensuring product integrity within the supply chain

In the high-stakes world of healthcare, safeguarding product integrity during transportation is not just a standard—it is an absolute necessity. For a sector that directly impacts patient health and well-being, there can be zero tolerance for error.

At Kuehne+Nagel we have formed a centralised, global, Supply Chain Integrity (SCI) team to streamline the CAPA process. When a deviation occurs within the supply chain that could affect product integrity, the SCI team steps in to investigate. Liaising with all parties involved—from healthcare stations to airlines and shipping lines—the SCI team collects and analyses evidence about the incident, examining data from IoT temperature sensors, and considering in-transit disruptions caused by political, economic, social, technological, legal, and environmental (PESTLE) factors. Once the root cause of the incident has been identified, the team, in close alignment with the customer, defines and puts into place preventative actions, which are tracked to effectively avoid recurrences. The SCI team complete the CAPA report, which the customer reviews before determining the next steps to be taken.

Your key benefits:



A global dedicated team covering Air, Sea and Road Logistics eases communication and improves both on-time performance and the quality of CAPA reports.



High level of investigation by the SCI team investigates all areas of services to ensure compliance and to determine the root cause of a deviation for future mitigation and ongoing continuous improvement tracking of agreed actions through to closure.



Internal data analysis tools enable the SCI team to conduct a deep analysis of data-logger records mapped against shipping milestones—with links to actual weather conditions during the journey and the velocity of travel of the shipping vessel—to determine where, when and for how long any temperature excursions occurred and whether they were considered 'expected', 'unexpected' or 'extended'.

In summary...

The centralised process, and global visibility across key customers and modes of transport, allows the SCI team to keep data and to track all incidents. The SCI team performs trend analysis at the global level; this powerful process mitigates against the occurrence of serious issues. By sharing best practices and lessons learned, the SCI team have reduced the time taken for CAPA-on-time responses and boosted the number of CAPA-right-first-time responses, resulting in a high level of customer satisfaction.