CASE STUDY:

Secure transport in line with the EU's GDP guidelines

Pharmaceutical wholesaler Max Pharma guarantees temperature control for valuable drugs all along the supply chain. GO! provides support in transport logistics.

Even before the deadline of 8 September 2013, GO! and Max Pharma already met the requirements for implementation of the new GDP guidelines ("Good Distribution Practice"). GO! Express & Logistics has worked with Max Pharma since its establishment in 2005, and will continue to be responsible for transporting the company's medicinal products for the foreseeable future.

Always ready to deliver at all pharmaceutical product levels

Based in Gattendorf in the district of Hof, Germany, Max Pharma is a pharmaceutical wholesaler which offers pharmacies and clinics a full range of products and services covering all processes between the drug manufacturer and the end customer. These processes include purchasing and storing products correctly, serialising medicinal products with tags, processing orders, delivery logistics and redistribution. In addition to a full range of products and services, customers can also take advantage of special services such as express logistics services in Europe and the ability to make last-minute orders in emergencies. The company’s core competence is oncological care – it is ranked second in Germany in this field. In oncology, sensitive and valuable drugs are often used which
can only be stored and transported under specific temperature conditions (2–8 °C) after manufacture. In its capacity as an express and courier service provider GO! has been responsible for delivering drugs and providing the company with rapid, Europe-wide, GDP-compliant distribution since 2005.

**Special requirements for medicinal products for human use**

Among other things, GDP guidelines prescribe the storage and transport requirements of medicinal products for human use with the aim of guaranteeing both the quality and integrity of the drugs, and patient safety, all along the distribution chain. In addition, they specify the correct instruments for stopping counterfeit drugs from penetrating the lawful supply chain. Armed with these guidelines, GO! has taken all the necessary steps to integrate the new GDP requirements into its management system. Couriers and employees are specially trained to transport pharmaceuticals and all handling depots and warehouses boast separate facilities for handling pharmaceutical products. The entire GO! network is also fully equipped to transport cytostatic drugs, with spill kits and special instructions on hand at all times. A well-defined cleaning and hygiene concept makes the cleaning of all facilities and vehicles, as well as strict personal hygiene, mandatory across all sites in the network. Furthermore, we are committed to short delivery times, clearly identifiable consignments and seamless shipment tracking. In line with these GDP-compliant quality standards, we are able to guarantee the safety of people and our drug shipments along the entire supply chain, right up to and including drug distribution.

**GO! achieves a delivery rate of 99.78%**

In particular, the drugs for oncological care are often specifically adapted and manufactured for each patient. It is therefore even more important to ensure that these valuable drugs are delivered reliably and safely, so that they do not expire. "In the 13 years of our cooperation, no shipment has ever been lost or delivered late," says Michael Kretzer, Managing Director of Max Pharma GmbH. "Besides being extremely professional, GO! leads by example in terms of complying with GDP guidelines, and we particularly appreciate the dedication shown by its employees, who all carry out their work with enthusiasm and expertise." As a rule, the GO! station in Bayreuth delivers drug shipments overnight and guarantees late pick-up times up to 6.00 p.m. nationwide, with early delivery by 8.00 a.m. the next working day. If required, deliveries can even be made on public holidays and Europe-wide shipping is also available. The shipment volume amounts to more than 1,000 deliveries per month. At GO!, short delivery times, the highest quality and safety standards and specially trained employees are basic requirements for pharmaceutical shipments. With the customer’s requirements in mind, GO! is working together with Max Pharma to develop a transport solution which fully complies with the GDP guidelines and can be implemented in time for the deadline on 8 September 2013. Accordingly, the GO! network – with over 100 stations in Germany and Europe – will be able to continue to transport products for its customers in the life sciences sector in the future.
About Max Phama

Max Pharma GmbH operates as a pharmaceutical wholesaler offering a full range of products and services in accordance with Section 52a of the German Medicinal Products Act (Arzneimittelgesetz – AMG) and as a pharmaceutical company in accordance with Section 67 AMG. The company supplies medicinal products to pharmacies and clinics across the country. Its service portfolio includes purchasing and storing products correctly, serialising medicinal products with tags, processing orders, delivery logistics and redistribution. Its core competence is in the field of oncology. Thanks to innovative technologies developed in-house, the company can guarantee absolute counterfeit protection in the pharmaceutical sector – and works in cooperation with its technology partner XOS-Service GmbH to this end. Max Pharma GmbH employs 25 people at its site in Gattendorf in the district of Hof, Germany, and is managed by Michael Kretzer.

About GO! Express & Logistics

GO! Express & Logistics is Germany’s largest independent provider of express and courier services. The global partner network was founded in 1984 and currently includes over 100 GO! stations in Germany and Europe. 1,400 employees and 3,000 couriers ensure the transport of more than 6.5 million shipments each year.

GO! provides a regional courier and global express shipping service of goods, documents and particularly time-critical shipments round the clock, 365 days a year. Customised supply chain solutions, industry-specific solutions and special services in response to complex customer requirements also form part of the portfolio.

Last dated 10 / 2018

© The use of this copyrighted document is only permitted with prior explicit written approval. Failure to comply with this means that we reserve the right to take further legal action.