

CLIENT STORY

Building a
Service Solution

**Moving APIs
around the globe
temperature
controlled to
and from centres
of excellence for
added value
processing has
become
somewhat of the
norm for IPG
Pharma**

The issue we faced was getting the product, within a tight temperature range, from Taiwan to Canada and Poland as soon as possible.

Summary

Although the bigger global freight firms have track and trace functionality, it wasn't reliable enough for the complex needs of this product.

We had sourced a new API for a client who was developing an ointment that would be made in Poland and Canada after being manufactured in Taiwan.

The product was only stable between the range of -10 to +5 Degrees Celsius, so needed cold chain control from the factory in Taiwan through to both ointment factories.

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The specific challenge was to ensure the material maintained its 10 to +5 Degrees Celsius temperature range during a window of 72 hours after which it needed to be kept frozen at -10 Degrees Celsius.

Initial R&D supplies were only 10 grams and commercial expected to be circa 250 grams a year. The material was \$20,000 a gram so we needed to transit packaging that could be validated for 10 to 50 grams, pass customs and be suitable for insurance purposes, but also not so small that it could be mislaid.

There were no direct flights to either ointment filling sites. IPG offices were also too far away from either location to act as security.

The liquid product was not compatible to any plastic, so the vials were made of glass and had to be protected from any potential risk of damage.

After mapping the entire logistics pathway, assessing all risks and sorting the packaging we undertook a test run with two empty vials containing just water.

We established that the seventy-two hour transit could be managed however we did take the precaution of suitable repack facilities just in case...

In preparation for the trial run, we established that certain flights took eleven hours, customs took twenty-four hours to clear (with prior paper clearance through London Heathrow and Toronto) and an approved collection vehicle at customs was able to managed the ten hour drive... we thought the trial would work well...

To our horror customs at one location did not believe that the packages were of no value, and so they held them for 36 hours and then opened the package despite the full pack of supporting paperwork, and insisted that the water was tested.

The rest of the chain performed within the expected parameters.

Having adjusted the import management to be more comparable to human organ handling the solution was commercialised.

