DEVICE FINAL MILE

Bringing medical devices to the point of use on time every time, ensuring regulatory compliance, and handling returns

Implantable devices and surgical equipment are required at the point of use, typically in varying combinations for each patient. On-time final-mile delivery to surgeons via a regulatory-compliant supply chain reduces stock holding at the hospital

TYPICAL BUSINESS CHALLENGES
• Enabling customized deliveries & returns
• Managing stock to ensure availability
• Ensuring efficient returns flows
• Achieving full device visibility & control
• Ensuring compliant processes
DHL SOLUTION
This multi-node final-mile solution for implantable devices and surgical equipment combines inventory management with customized delivery. Stock is stored in regional distribution centers and forward stocking locations (FSLs), including micro-FSLs within hospitals for specific delivery direct to surgeon.

SOLVING YOUR BUSINESS CHALLENGES

- **Enabling customized deliveries & returns** – To/from named persons, wards, and near operating theaters; 4-hour emergency delivery; sterile delivery for scheduled surgeries; replenishment milk runs; effective, coordinated returns flow of used/unused devices and instrument kit rotation
- **Managing stock to ensure availability** – Expiry date management; redeployment of inventory with short use-by dates; relocation of inventory; unique identifier or batch number tracking
- **Ensuring efficient returns flows** – Realize full lifecycle asset value with efficient device collection, repair, sterilization, and re-use; unique identifier or batch number tracking
- **Achieving full device visibility & control** – Single global IT platform; visibility in the field and within stocking locations; 24/7 inventory accessibility; final-mile real-time inventory and shipment visibility
- **Ensuring compliant processes** – ISO 13485 and GxP (good practices) quality management systems; multi-tiered storage with climate-controlled ambient environment (15-25C); segregation from non-life sciences inventory

KEY BENEFITS FOR YOUR BUSINESS

**ADVANCED**
- Leverage DHL’s multi-user forward stocking network

**STANDARDIZED**
- For efficient and agile operation

**VERSATILE**
- Adaptable to specific service requirements

**COMPLIANT**
- Quality management system; monitoring of all relevant supply chain events

---

**BRINGING MEDICAL DEVICES TO AND FROM THE POINT OF USE**

- **Production** → **Replenishment** → **Central warehouse** → **Replenishment** → **Network Distribution** → **Reverse** → **Hospital Delivery bay**
- **Time critical Deliveries** → **Delivery** → **Named Contact** → **Surgery Department**
- **Sales Rep Counter pick up** → **Milk Run** → **Stockrooms Inventory Management**
Optimizing the Medical Device Final Mile

An illustrated example of a supply chain that enables an optimum final mile solution that balances cost and availability.

Innovative Solutions for Last-Mile Visibility in Hospitals

In this webinar we explore a range innovative solutions that provide stock visibility without the need of setting up new infrastructure or changing additional processes – enhancing visibility at the point of consumption.

Integration speeds delivery for medical implant company

Find out how our applied solutions addressed real challenges in medical device supply chains and added value in this repository of case studies.