SERVICE LOGISTICS



Delivering parts on time, every time for surgical capital equipment, diagnostic instruments, and imaging devices

With efficient product maintenance and lifecycle management, manufacturers can ensure the availability of surgical capital equipment, diagnostic instruments, and imaging devices. Rapid delivery of parts is an essential aspect of this.

TYPICAL BUSINESS CHALLENGES

- Avoiding down times
- Ensuring parts availability
- Collaborating with engineers
- Providing inventory visibility
- Achieving compliance
- Controlling the aftermarket supply chain

DHL SOLUTION

This solution manages aftermarket inventory storage and delivery activities for medical equipment manufacturers in the life sciences industry. Based on DHL's global tiered service logistics network and single IT platform, it provides standardized processes supported by four regional command centers.

Regional Replenishment

Dedicated Program Management

TIER 2

Area / Country

Warehouse

Deferred Shipments

End-of-Runway Distribution

Next Day Shipments

TIER 3

Field Storage

Warehouse

In-Night Shipments

Same

SERVICE LOGISTICS



- Ensuring parts availability Supports time-critical delivery; parts are stored closed to the point of consumption; reliable shipment at any time of parts for urgent repairs and scheduled maintenance; broad range of transportation options and management services; network supports an agile aftermarket supply chain
- **Collaborating with engineers –** Enables a smooth handover process; real-time tracking of parts and technical engineers

TIER 1

Global / Regional

Warehouse

Replenishment

DELIVERING PARTS ON TIME, EVERY TIME

Inbound from Production / Repair

4 Regional Command Centers

Sea

Suppliers

- Providing inventory visibility Robust IT platform for visibility of all inventory holding points including forward stocking locations (FSLs) globally; every consumption is visible in near real time, improving billing and payment cycles
- Achieving compliance Track, trace, and \checkmark manage inventory in accordance with regulatory standards; meets life sciences compliance
- requirements Controlling the aftermarket supply chain -Global, standardized processes drive uniformity, accuracy, and compliance for manufacturers across regions and countries

Local Delivery

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