

# CENTER OF OPERATIONAL EXCELLENCE FOR OCEAN AND AIR FREIGHT

A TAILORED SOLUTION TO GLOBALLY MANAGE PHARMA OCEAN AND AIR FREIGHT SHIPMENTS

Pharma companies that produce life-saving medicines need to coordinate the flow of materials to production and the seamless delivery of finished goods to customers. The complexities of transportation management and regulatory and quality compliance are compounded by global supply chains that involve multiple suppliers, production sites, and channels along with distribution to many markets.

## TYPICAL BUSINESS CHALLENGES

- Minimizing points of contact
- Planning transportation
- Mitigating risk
- Enabling visibility
- Achieving continuous improvement



**WE CARE**

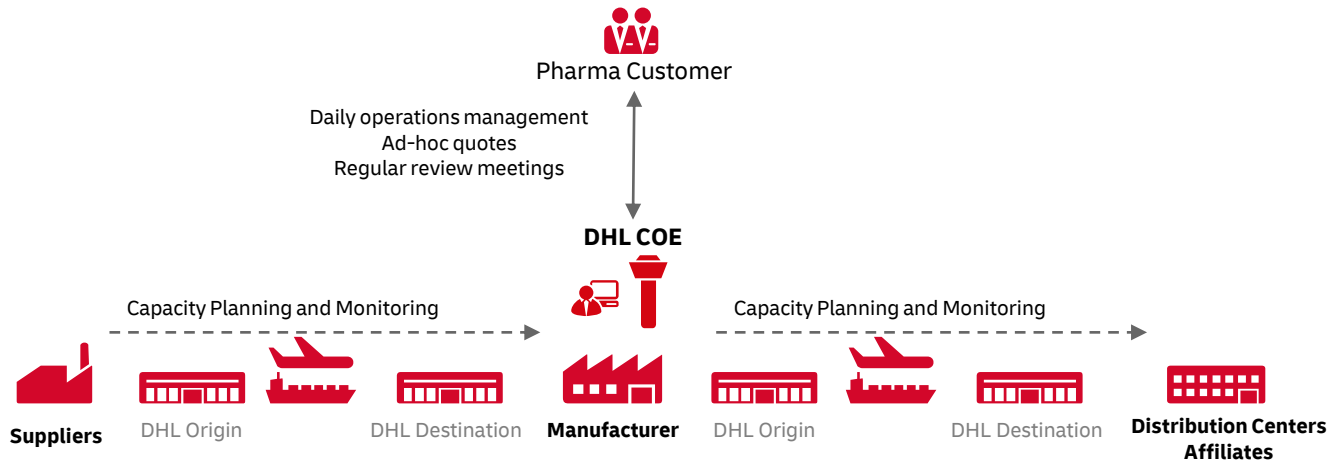
## DHL SOLUTION

The DHL Center of Operational Excellence solution is **jointly developed with each customer and customized to specific needs**. It enables coordination and control of the inbound-to-manufacturing flows as well as the outbound-to-market flows to distribution centers and affiliate air and ocean freight shipments.

## SOLVING YOUR BUSINESS CHALLENGES

- ✓ **Minimizing points of contact** – Provides a centralized team of experts as the single point of contact for the customer's global transport management team; claim and escalation management; acts as the customer's global ambassador
- ✓ **Planning transportation** – Improved centralized and standardized planning and quoting on ad-hoc requests; weekly capacity reviews for regular lanes
- ✓ **Mitigating risk** – For order execution excellence, quality, and on-time delivery adherence, centralized coordinated customer-specific trainings and audits
- ✓ **Enabling visibility** – Actively monitoring all shipments globally; close communication with the customer's transport management team
- ✓ **Achieving continuous improvement** – Near-real-time data reporting and analytics to measure key performance indicators and continuously improve operations

## STANDARDIZING TRANSPORTATION PLANNING, VISIBILITY, RISK AND EXCEPTION MANAGEMENT



## Center of Operational Excellence for Ocean and Air Freight



### KEY BENEFITS FOR YOUR BUSINESS



#### CENTRALIZED & STANDARDIZED

Processes are globally standardized and centrally managed for change and improvements



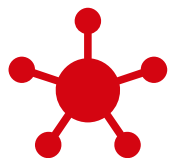
#### EXPERTISE FOR PEACE OF MIND

Life science-certified professionals to manage and execute your business



#### TRACKING & TRACEABILITY

Secure processes with full tracking visibility and traceability



#### COMPLIANCE & CONTROL

Compliance with regulations and industry standards; standard processes and exception handling