

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



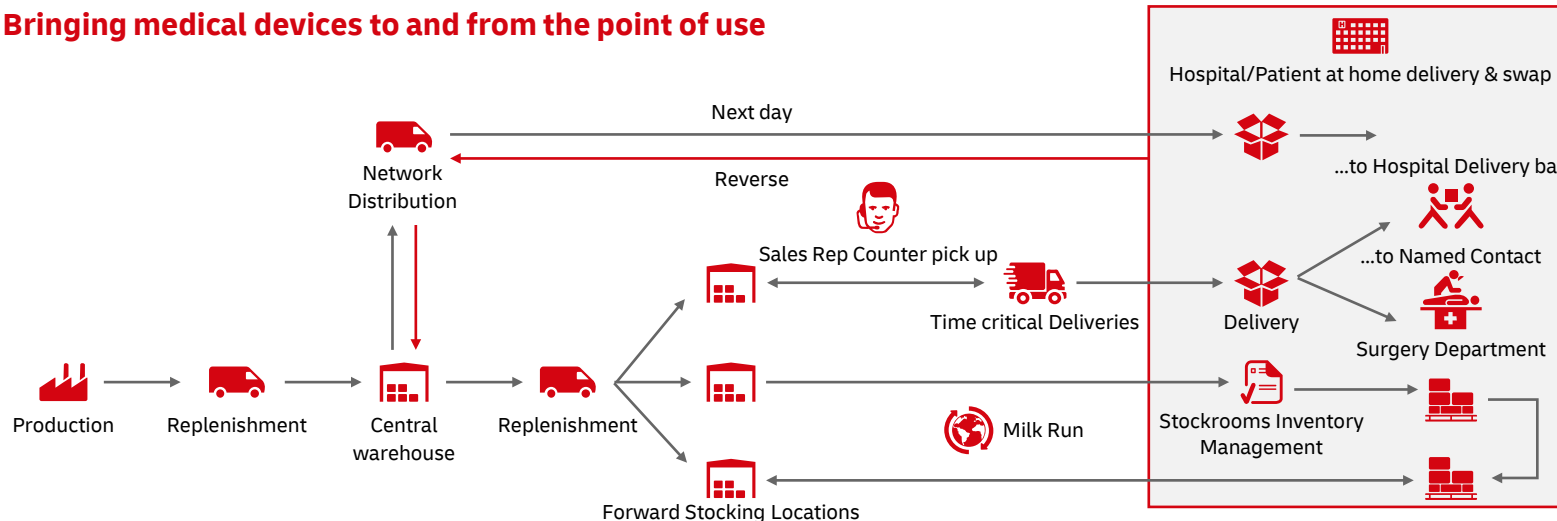
DHL Solution

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

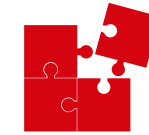
- **Enabling customized deliveries & returns** – To/from named persons, wards, and near operating theaters; 4-hour emergency delivery; sterile delivery for scheduled surgeries; replenishment milk runs; effective, coordinated returns flow of used/unused devices and instrument kit rotation
- **Managing 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)

Bringing medical devices to and from the point of use



Device Final Mile

Key benefits for your business



Tailored

Adaptable to specific service requirements

Standardized

For efficient and agile operation



Advanced

Leverage DHL's multi-user forward stocking network

Compliant

Quality management system; monitoring of all relevant Supply Chain events



Service logistics network



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



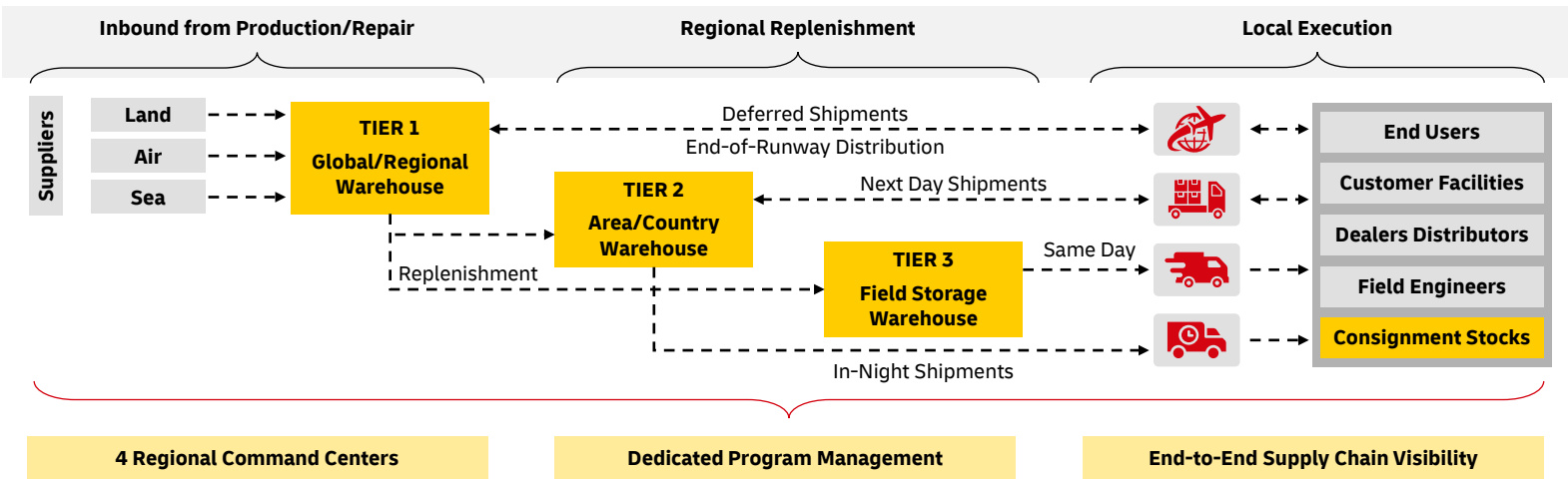
DHL Solution

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.

Solving your business challenges

- **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
- **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 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

Delivering parts on time, every time



Service Logistics Network

Key benefits for your business



Command center

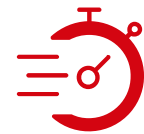
Schedules, tracks, and supports the entire process 24/7

Reliable

Robust parts delivery



Fast



Urgent delivery within 2 or 4 hours

Global

Global service network across 130 countries



Medical device returns



ENABLING THE TIME-DEFINITE RETURN OF USED, DEFECTIVE IMPLANTS AND SURGICAL INSTRUMENTS FOR ANALYSIS AND INVESTIGATION

When an implantable device or surgical instrument fails, it must be analyzed and a regulator report issued within a limited timeframe. This means compliantly packaging and swiftly transporting items in unaltered condition to an assessment location.

Typical business challenges

- Maintaining device integrity
- Securing fast, reliable transportation
- Achieving compliance for packaging & shipping
- Adhering to employee health & safety standards
- Enabling standardized, secure processes



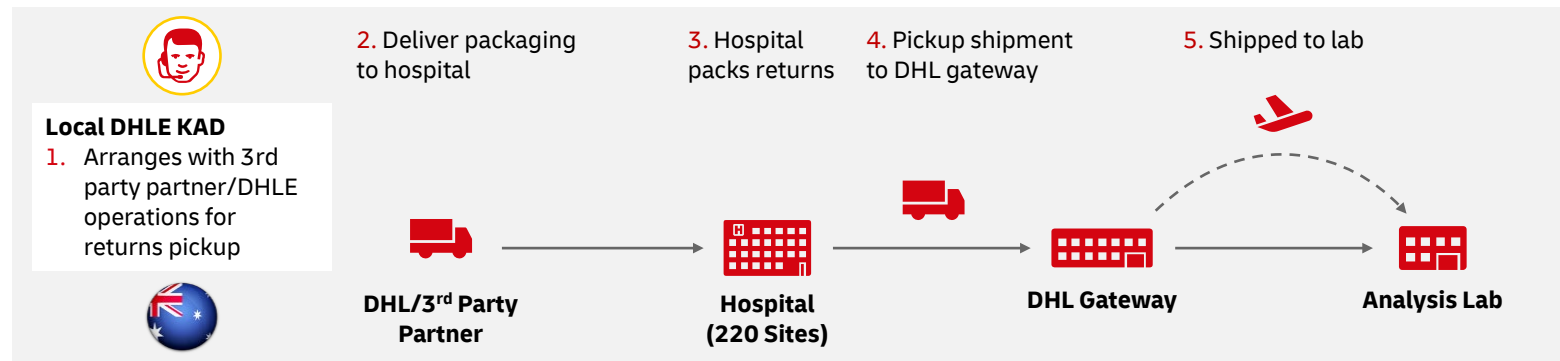
DHL Solution

This logistics returns solution for all types of implantable device and surgical instruments delivers UN 3373-compliant packaging and shipping. It includes seamless, fast cross-border transportation, end-to-end visibility across the entire Supply Chain, and on-time delivery.

Solving your business challenges

- **Maintaining device integrity** – Used items must be kept in initial explanted condition; packaging and shipment meet UN 3373 and IATA dangerous goods (DG) standards; minimum touch points
- **Securing fast, reliable transportation** – With journey milestone visibility, including third-party partners; solution meets international and local healthcare regulatory reporting standards such as FDA MDR (21 CFR Part 803) and EU MDR
- **Achieving compliance for packaging & shipping** – Reduces risk, avoids penalties, and protects manufacturer reputation; includes delivery of compliant return kits with supporting instructions, data forms, and shipping containers with biohazard labelling for all types of medical device
- **Adhering to employee health & safety standards** – Avoids office personnel and salesforce having to handle and package used medical devices
- **Enabling standardized, secure processes** – Simplifies and streamlines the returns flow; allows program scaling to regional and global levels; protects intellectual property (IP) with a secure, clear chain of custody and traceability

Returning used, defective implants and surgical instruments for analysis and investigation



Medical Device Returns

Key benefits for your business



Compliant

UN 3373, IATA DG, FDA MDR (21 CFR Part 803), EU MDR



Peace of mind

Rely on DHL's returns management expertise and medical device experience



Standardized

For efficient and agile operation



Fast

Provides maximum time for investigation