

# Nomeco HealthCare Logistics

**NEW  
Manual**

for Nomeco's  
Item Master

DO YOU NEED  
**COMPARATORS?**

**ONE BIG ONE,**  
or several small ones?

**NEW & MODERN**

No More Picking the Wrong Products!

**39** With Big Berthas  
and putters

**Mark Woolf, Almac:  
'The Gold Standard'**

# When Times Change ...

By Henrik Kaastrup, Director

First of all, I hope that you have had a relaxing summer and that your autumn got off to a good start.

Although the headlines in the business press are growing increasingly pessimistic and the international financial crisis is starting to cast shadows over sections of the pharmaceutical industry, most of the companies, pharmacies and partners I meet are still in good spirits and are ready to meet the challenges ahead full on.

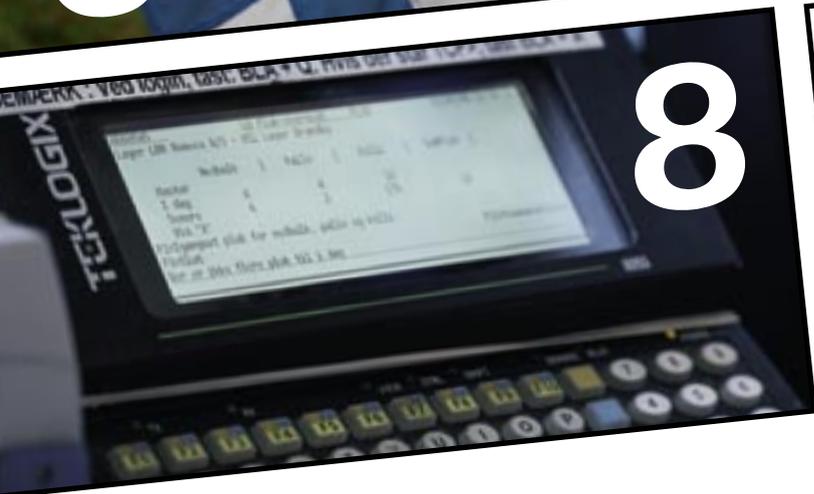
One way to tackle new challenges is to adapt. In a pharma context, this has often meant keeping up with fast-growing customer and patient needs. Therefore, for the last five years, expanding warehouse capacity and launching new services have been the most important strategic challenges for Nomeco HealthCare Logistics... going forward our challenges are changing in character.

One of the major changes we have to adapt to is the fact that our two central warehouses (for pre-wholesale) are operating at maximum capacity. This is the most significant reason behind the decision to reorganize Nomeco HealthCare Logistics. As of September 15, we no longer have a dedicated sales department, and we have increased our focus on marketing and business intelligence. Instead of having a dedicated sales department we now have three product-centred business units - Central

Warehouse, Hospitals and Clinical Trial Service – and one Business Affairs unit. The overall aim is, of course, to optimize our services and enhance customer satisfaction by pursuing synergies between sales and operations.

Our clinical trial supply business is also adapting to meet the needs of our customers. Right from the start, we knew we had to provide global reach since conducting clinical trials is a global discipline. Now, less than one year after opening our trial medication (CTS) warehouse, we are ready to offer this global reach via our partnership with one of the worldwide leaders in the CTS area - the UK-based Almac Group.

I hope you find this issue of our newsletter of interest.



When Times Changes .....	2
Almac: Our New Clinical Trial Partner in Denmark .....	3
Comparators for Clinical Trials.....	5
You Can also Do it This Way .....	6
Electronic Order Picking in Brøndby .....	8
Are You on Top of Your Critical Stock?.....	10
See the New Item Master .....	10
Can You Repeat a Success? PharmaGOLF Did! .....	11
New Business Unit.....	12

Publisher: Nomeco HealthCare Logistics - Borgmester Christiansens Gade 40 - 1790 Copenhagen V - Phone +45 36 45 45 36 - www.nomeco.dk  
 Editor-in-chief: Henrik Kaastrup - Director, Nomeco HealthCare Logistics  
 Editor and writer: Merete Wagner Hoffmann - Communications Manager - mwh@nomeco.dk  
 Layout: Christa Job - cjo@nomeco.dk  
 Impression: 600 copies  
 Printing: Kandrup's Bogtrykkeri A/S

# Almac:

## Our New Clinical Trial Partner in Denmark

Clinical trials often require access to sites all over the world. Almac works with local partners and has chosen Nomeco HealthCare Logistics as their Danish global network partner.



[www.almacgroup.com](http://www.almacgroup.com)

▲ **ALMAC** is a world wide company with expertise in not only Clinical Services but also in Diagnostics, Sciences, Clinical Technologies and Pharma Services. Read more on the webpage [www.almacgroup.com](http://www.almacgroup.com).

“Partnership is about communication, flexibility and the ability to work together. It works both ways: We service your needs, and you service ours. You must have all the tools required in order to make the project a success within the country in which you are located,” says Distribution Depot Manager Mark Woolf, Almac Clinical Services.

Almac has just signed a contract with Nomeco HealthCare Logistics governing the handling of their Danish clinical trials. This partnership agreement gives Nomeco’s clinical trial customers access to an international network and all the benefits that entails.

UK-company Almac is one of the top three global clinical trial supply and service companies. Almac

has a global distribution network that currently features 25 depots located strategically around the world – and now Almac has chosen Nomeco HealthCare Logistics to be their Danish partner.

### Controlled drugs and sensitive shipments

The local depots strategy is ideal for a clinical trial customer, who works with controlled or temperature-sensitive drugs.

“Because of the import/export regulatory conditions for controlled drug products, we need to have a partner in most countries. Instead of having an import license for every individual shipment, it is better to put seed-stock into the national depot providing drugs for all the local sites. In that way you ship one bulk shipment. It is not just easier for the customer – it also gives a high level of service.”

### Knowledge and expertise

Almac looks for expertise and knowledge in local partners. “The facilities have to be of a very high standard – they have to replicate our high level of quality. We look for flexibility, and we look for staff

continues ►►



Foto: Niels Jensen

◀ Distribution Depot Manager **MARK WOOLF**, Almac Clinical Services, has chosen Nomeco HealthCare Logistics as Almac's partner in Denmark. "Because of the import/export regulatory conditions for controlled drug products, we need to have a partner in most countries. Choosing a local partner we look for expertise, knowledge and facilities of a very high standard."

can reach all the patient areas they require. They also look for cost-effectiveness, and that is one of the driving forces. It is cheaper to outsource your clinical trials, as you don't have to resource the infrastructure, property and employees yourself. Also, you don't have to deal with problems such as capacity issues. By outsourcing you only pay for the space your drug actually occupies."

By outsourcing, pharma companies can concentrate on their core activities. Almac takes some of the responsibility away and supplies customers with specialist knowledge in the logistics and distribution fields which customers may not have and may not be interested in building up internally.

#### Market growth

Almac's Clinical Services Division has experienced a market growth of about 20 percent and they expect the number of depots they operate to rise from 25 to 40 within a few years.

"We are expanding at the moment – especially in Europe. We have positioned our depots strategically around the world, and we will give our customers access to the European market by giving them a network of depots for controlled drugs throughout Europe. Customers can reach sites all over Europe without undue delays caused by regulatory requirements (import licenses). It provides flexibility for customers" says Mark Woolf.

Mark Woolf looks forward to working with Nomeco HealthCare Logistics, and he is sure that customers do too; "They receive a high level of service and your local knowledge means that we can smooth the process for them." ■

►► expertise and communications strength because we operate with daily communications and weekly reports. This is the gold standard, which Nomeco lives up to," Mark Woolf points out.

Before choosing Nomeco HealthCare Logistics as a partner, Almac quality auditors performed a thorough audit of the facilities and working procedures and found everything satisfactory. Almac repeats such audits at all depots once every two years.

Besides that, Nomeco HealthCare Logistics have the local expertise to inform Almac of changes in national regulations and special conditions required for certain drugs such as language requirements for clinical trial medicine. According to Mark Woolf, this knowledge is invaluable to customers – and it can be expensive not to have it, as it can delay the trial.

#### Significant advantage for customers

Almac ships to approximately 65 countries per day; including countries in which they have sites they can go to directly, otherwise they ship to depot. "By using Almac, customers can reach more sites all over the world, and, therefore, more patients, saving time and delivering quick results. If you are running a trial in South America, it can be winter there while it is summer in Europe. So if you have the same patient group in both continents, you can reduce a 12 month trial to six months. So it can be cost-effective to use depots in this way," he emphasises.

#### The keyword is outsourcing

Outsourcing seems to be the keyword for the pharma industry. According to Mark Woolf the market is not only growing - it is changing as well. "The big pharma companies are looking for a third party with a global distribution network who

# Comparators for Clinical Trials

Nomeco HealthCare Logistics specialize in sourcing and supplying comparator drugs and other materials for use in clinical trials.



Nomeco has an extensive service within clinical trial supply ranging from packaging over distribution to returns and destruction of trial medication. Another service within trial supply is global sourcing of comparators for clinical trials.



Cand.Pharm. **MARIANNE SØNDERGAARD** is in charge of Nomeco's sourcing of comparators. She knows the importance of saving time when conducting clinical trials. Therefore Nomeco offers a partnership concept that makes reliable comparator sourcing a fast and easy task for the pharma industry.

Foto: Niels Jensen

Reliable and fast sourcing of the right comparators for clinical trials can help reduce development lead time and costs. By choosing Nomeco HealthCare Logistics as a partner for supplying the comparators, add-on or rescue medication for your clinical trials, you will achieve precisely these benefits.

With in-depth knowledge and vast experience in global sourcing of pharmaceuticals, Nomeco HealthCare Logistics offers the best availability of products and documentation, whilst assuring complete confidentiality throughout the supply chain.

"We have a global network of suppliers that enables us to access various markets to find the right product with the right shelf life, documentation and price. By only using known and

trusted suppliers we prevent counterfeit medicine from entering clinical trials" says Business Unit Director Marianne Søndergaard, Nomeco HealthCare Logistics.

Nomeco HealthCare Logistics understands the importance of deadlines and lead times within clinical trials which is why we have launched a partnership concept for comparator sourcing. We offer customers a non-exclusive agreement, wherein all terms for business, documents etc. are agreed upon beforehand, making any upcoming sourcing task feasible within the shortest possible timeframe.

If you want to know more about Nomeco HealthCare Logistics' sourcing of comparators, please contact Business Unit Director, Clinical Trial Service Marianne Søndergaard. ■



# You Can also Do it This Way

19 representatives from Danish hospital pharmacies attended a logistics seminar to learn about stock management from wholesalers in Denmark and Finland.

“I can see that we largely have the same challenges at hospital pharmacies as wholesalers have when it comes to our methods for managing stock. But I can also see that there are a great many different ways in which to do it. And we have been inspired to use different methods to do more with less.” So says hospital pharmacist Lisbeth Muurholm, who, in addition to managing the Funen hospital pharmacy, is also chairman of the Danish Association of Hospital Pharmacists, DSS.

Together with a group of colleagues and employees from the country’s hospital pharmacies, she spent three days visiting Nomeco in Copenhagen, University Hospital Pharmacy in Turku and the large Tamro warehouse in Tampere (the last two in Finland). The aim was to draw inspiration for meeting the challenges that hospital pharmacies will face in the future. Logistics for private pharmacies are not quite the same as for hospital pharmacies, owing to the size of hospital pharmacies, and wholesale logistics are often geared to much greater volumes. It can therefore be a challenge to find entities with which hospital pharmacies can be compared.

## One big one, or several small ones?

Should we choose a large, central warehouse or several small ones? This is one of the questions that the hospital pharmacists discussed, and the country’s hospital pharmacies have different solutions. Some hospital pharmacies have chosen one large warehouse for the whole region, while other regions have several warehouses that supply individual hospital departments. The same applies for wholesalers, with Nomeco having five warehouses all over Denmark, and Tamro having two large warehouses that supply all of Finland.

“The hospital departments have their own small

Logistics Seminar  
in Finland  
17-19 September 2008

stores which the hospital pharmacies supply with medicines from the large warehouses. And it is always a challenge to ensure that the departments' medicine stores are surveyed, and that medicines are correctly stored and available in proper quantities. If there is too much in the departments' cabinets, the survey disappears. There will always be some acute medicine or other situations that we cannot predict will need to be used in the relevant department – and so it is clear that the further away the warehouse is, the longer the time it takes

to obtain the medicine,” says Lisbeth Muurholm.

#### Distributing orders better

Another challenge that she was inspired to take up is the problems with the hospital stores being very busy in the middle of the day when the orders from the hospital pharmacists flow in.

“This problem is solved at Tamro and Nomeco by starting to pack medicines at midday and having the peak at the end of the day or in the evening,

when all the orders have come in and they can concentrate on the work. It may be that we should also consider organising the work in another way. For example, we could accept orders at another time and distribute them better”, says Lisbeth Muurholm.

#### Unskilled labour in the stores

On the whole, the hospitals have had a different tradition from wholesalers for handling goods. Fully automated packing is used to a certain extent, ▶

19 representatives of hospital pharmacies, three from Nomeco and two from Amgros were at a logistics seminar in Finland from 17 to 19 September. First, the group visited Nomeco in Copenhagen, and then they went to Turku University Hospital Pharmacy and the main Tamro warehouse in Tampere.



Foto: Henrik Kastrup

▶ not least in Finland, and the medicines are near enough thrown into boxes. It was very much a breakthrough experience for the staff of the hospital pharmacies, who were trained to take good care of the packaging and to pack the medicines manually.

“For the time being, we are not big enough for robots,” says Lisbeth Muurholm, who is familiar with the idea of allowing robots to take over some of the stock management, as is now done in great style by private pharmacies in Denmark. The hospitals only recently started to have unskilled workers packing medicines at the warehouses – something that wholesalers have done for a long time – and there are some thoughts of designing a training course for these workers.

#### Future logistics

During the visit to Nomeco, Per Hansen, director of logistics, delivered a message about logistics and challenges in the future. It lifted the veil on Nomeco's latest ideas about the logistics sector: these include the introduction of Pick to Voice to the Odense branch; other initiatives concerning weight checks and photographing were demonstrated and discussed.

All in all, it was exciting for the hospital pharmacies to see how other companies solved the problem of medicine distribution. And there is a great need for inspiration, since the hospital sector faces several changes. For example, several regions are preparing to rebuild hospitals – and there is a great need for ideas as to how medicines should be handled. ■

# Electronic Order Picking in Brøndby

The customers' customers will benefit from higher quality, when electronic order picking is fully implemented in Nomeco HealthCare Logistics' warehouse in Brøndby.

Fewer errors and better efficiency: that's the result of the decision to transfer Nomeco HealthCare Logistics' warehouse in Brøndby to electronic order picking for Danish deliveries. The warehouse can handle 13,000 pallets and functions amongst other things, as the central warehouse for a number of pharmaceutical companies. Approximately half of all outgoing goods are destined for the Danish market, however, and the two largest customers are pharmaceutical wholesalers Nomeco, who account for three quarters of the Danish pharmacy market, and Celesio (formerly K.V. Tjellesen and Max Jenne).

"We've gradually introduced electronic placing of goods and order picking for domestic markets, and we will have introduced it for all domestic deliveries from the middle of October. Our customers probably won't notice any great difference, but our customers' customers will benefit from even higher quality. It is simply no longer possible to pick the wrong product as both the pallet and its location are scanned on arrival, when an order is picked and when a pallet is removed from one of our eight meter high pallet shelves and taken into active use," says Tom Krooswijk, Brøndby Site Manager.

The system also informs users of where to deliver pallets before the number of products ordered are picked.

Nomeco HealthCare Logistics' warehouse in Sydhavnen also features electronic order picking, meaning that a consistent product from the whole of Nomeco is now available. This means, amongst other things, that we can support varied package sizes throughout the warehouse and out to the customer.

#### Better resource allocations

"The big advantage for us is that scheduling is now much easier. We can keep tabs on how much and what type of pick is lacking. This means that we can allocate resources more efficiently," says Peter Kastberg, Warehouse Operations Director. ■

TOM KROOSWIJK, Site Manager and PETER KASTBERG, Warehouse Operations Director ask that suppliers inform their Nomeco Logistic Consultant of upcoming deliveries. Control of deliveries has been even more important lately, as Nomeco's warehouses almost are running at maximum capacity.



Foto: Niels Jensen

# PRINTERS SCREENS SCANNERS



Foto: Niels Jensen

▲ Seven trucks and three VNA trucks have been equipped with scanners, screens and printers. Electronic picking covers all orders for the Danish market: about half the outgoing orders from the 13,000 pallet capacity warehouse. The warehouse employs 32 employees working 2 shifts.

## Inform of Upcoming Deliveries

Please let the warehouse know what deliveries are on the way.

“Nomeco HealthCare Logistics has been so successful that we’re almost running at maximum capacity in Brøndby and Sydhavn, which makes control of deliveries even more important. It’s important for the entire logistics chain that our suppliers inform us what’s en route to the warehouse. Fortunately many of our suppliers are good at keeping us informed, but unfortunately we do still receive a number

of deliveries without advance notice,” says Peter Kastberg.

He asks that suppliers inform their Logistic Consultant by mail or fax of upcoming deliveries, including the following information: batch number, product number and the number of pallets included in the deliveries in question. If, in addition, a forecast is included, that would be great.

# Update

## Are You on Top of Your Critical Stock?

Nomeco Critical Stock Analysis (CSA) manages quarantined products.

With Nomeco CSA you gain access to an easily-managed tool for full visibility and handling of critical stock.

Nomeco CSA is a web-based solution enabling the supplier to handle quarantined stock and provide Nomeco with information about how to deal with quarantined products.

With Nomeco CSA you can manage the following stock types:

- Expired goods (Nomeco Code 1)
- De-regulated products (Nomeco Code 2)
- Damaged products (Nomeco Code 4)
- Saleable goods with less than 4 months to expiry (Nomeco Code 7)

Critical stock can be managed 24/7 via the internet. Nomeco receives information electronically and handles the products according to the information provided. Nomeco CSA allows you to follow Nomeco's actions according to your instructions and lets you know when your instructions have been carried out.

For more information about Nomeco CSA, please contact your Nomeco HealthCare logistics Consultant.

### FACTS ABOUT NOMECO CSA

- Presents yesterday's critical stock
- Is web-based
- Is easily accessed by user id and password
- Data can be exported to excel or PDF
- English version

The screenshot shows the Nomeco CSA web application interface. At the top, there is a header with 'Account: 12345' and 'Nomeco Test'. Below this is a navigation bar with 'Log off' and 'Account: Nomeco Test'. The main content area is titled 'CSA - Expired goods on saleable Stock'. It includes a search bar with 'Total Items: 7' and a 'Search' button. There are also links for 'Help - English', 'CSV - Stock', 'PDF - Stock', 'Help - Swedish', and 'PDF - Orders'. The main data is presented in a table with columns: 'Item ref', 'Supp. no', 'Item desc or desc', 'Expiry', 'Batch', 'Value', and 'Last edited'. The table contains several rows of data, including 'Expired goods on saleable Stock', 'Guaranteed Stock', 'Non-saleable Stock', 'Stock of returned goods', 'Item Master', 'Contract', 'Supplier/Service Name', and 'Type & Trade'. At the bottom of the table, it says 'Page: 1/1' and a note: '\*) Order is being handled by Nomeco'.

Item ref	Supp. no	Item desc or desc	Expiry	Batch	Value	Last edited
123456	wgr	12x Test	01-01-2008 04		82,30	None
123456	wgr	12x Test	01-01-2008 04		713,00	None
123456	wgr	12x Test	01-01-2008 04		584,65	None
123456	wgr	12x Test	01-01-2008 07		822,50	None
123456	wgr	12x Test	01-01-2008 01		980,00	None
123456	wgr	12x Test	01-01-2008 01		390,00	None
123456	wgr	12x Test	01-01-2008 01		82,00	None

**NEW  
Manual**

In Nomeco's  
Item master

## SEE THE NEW MANUAL

Did you know that a new manual is available? The manual describes how to enter new product data in Nomeco's Item Master. Ask your Logistics Consultant for more information!



# Can You Repeat a Success? PharmaGOLF Did!

Nomeco participated as co-organiser of PharmaGOLF 2008, which took place on Friday the 29th of August 2008. Værløse Golf Club provided the facilities for a perfect day.

## SCORES

### TEAM COMPETITION

1. Astellas All Star (Anders Nordén, Louise Ifverson, Michael Vorre)
2. Team eLMK (Claus Faurshou Larsen, Henrik Kaastrup, Kasper Lund-Jacobsen)
3. Nycometerne (Lisbeth Ebbe Jørgensen, Ole Andersen, Jytte Saugmann)

### A-LEAGUE

1. Kresten Pihl
2. Martin Taarnhøj (Astra Zeneca)
3. Ken Rasmussen (Sandoz)

### B-LEAGUE

1. Staffan Holmstedt (Lundbeck)
2. Louise Ifverson (Astellas)
3. Berith Friis (Lundbeck)

### LONGEST DRIVE

Lisbeth Ebbe Jørgensen (Nycomed)

### CLOSEST TO THE PIN

- Hole 4 Lisbeth Ebbe Jørgensen (Nycomed)  
 Hole 9 Henrik Egebjerg Rasmussen (Lundbeck)  
 Hole 12 Scott McGregor (Lundbeck)  
 Hole 15 Anders Nordén (Astellas)

PharmaGOLF the pharmaceutical industry's annual golf tournament, attracted no less than 39 enthusiastic golfers. Players with a handicap of between 3.5 and 36 took part, both men and women, and the game was played according to Stableford points play, which is the most common system.

The golf bags were packed with glistening Big Berthas and putters; and the green awaited teams such as "Tiger Kopierne", "Synteserne" and "Nycometerne," who were all ready for tee off at 8:00.

The highly motivated players competed for additional prizes during the day: "longest drive", for the longest drive on hole 16, and "closest to the pin", where the drive that ended closest to the pin on tees 4, 9, 12 and 15 won a prize.

Værløse Golf Club's course is as beautiful as it is challenging - something that many of the players remarked on. All the contestants had a good day, and with plenty of mingling in the teams the four and a half hours went by very quickly. To maintain their energy levels, the players stocked up on fruit, water and chocolate during the course of the game.

Kresten Pihl won the tournament with a round of 32 points. Astellas All Star won the team competition and went home with the PharmaGOLF cup.

After the participants had lunched together in Cafe Christianshøj and enjoyed the awards ceremony, Henrik Kaastrup from Nomeco HealthCare Logistics called on everyone present to come back again next year and bring their golfing colleagues with them.



Many thanks to the sponsors of PharmaGOLF 2008:



## Contact us:

HENRIK KAASTRUP, Director - Phone: +45 36 14 22 56

HENRIETTE EMBORG, Business Unit Director, Business Affairs - Phone: +45 36 14 20 70

THOMAS SØVNDAL, Business Unit Director, Central Warehouse - Phone: +45 36 14 21 27

LARS PRETSCH, Sales Manager, Central Warehouse - Phone: +45 36 14 21 09

MARIANNE SØNDERGAARD, Business Unit Director, Clinical Trial Service - Phone: +45 36 14 20 76

You can order extra copies of News from Nomeco HealthCare Logistics by sending an e-mail to nir@nomeco.dk.

# New Business Unit

Better service for  
Central Warehouse customers



Foto: Niels Jensen

Sales Manager Lars Pretsch and Business Unit Director Thomas Søvdahl from the new business unit for Nomeco's Central Warehouse services. In the unit you will find consultants, sales people and eLMK experts, and sharing their knowledge will give them a deeper understanding of customers needs and actual situation.

All Nomeco's Central Warehouse customers will soon be introduced to a new face from Nomeco HealthCare Logistics. Thomas Søvdahl is his name, and he is the new Business Unit Director for Nomeco's Central Warehouse services. The new Nomeco HealthCare Logistics organisation is divided into four business units. This new structure will ensure a deeper understanding of customer needs and more up-to-date knowledge of the customers' actual situation as consultants, sales people and eLMK experts will share knowledge.

"We are sure, that our new organisation will provide even better levels of service for all of our Central Warehouse customers,"

says Thomas Søvdahl. Thomas Søvdahl previously headed up Nomeco HealthCare Logistics Financial Services, and he looks forward to meeting his new customers.

Lars Pretsch is now in charge of sales and he points out that customer knowledge is alpha and omega for Nomeco HealthCare Logistics services: "We have partnership agreements with all of our Central Warehouse customers. This means we work together to find the best solution for the customer, and we optimize our business - on both sides." "Because of our lengthy experience, number of agreements and the diversity of our solutions we have an in-depth understanding of best practise in pharma logistics and warehousing. One of our tasks is to make sure that both parties get a good business out of the partnership. That is why we are renegotiating some of our contracts at the moment to bring them up to date. In that way we work with the customer to adjust services to match present and future needs."