



RESOURCES

Home
Resources
Resource Center

Responding to Customer Inquiries Quickly by Identifying Issues with SPI



“At CPL, the ‘customer is king.’ Anything we can do to troubleshoot issues faster and satisfy our customers is always a plus. And, as we get products out the door faster, we're able to invoice faster.”

Daryl Chin

Engineering Manager

Contract Pharmaceuticals Limited



Using an example from a customer reporting to the EU Hub in Europe, TraceLink Solutions Consultant Rich Basile shows Daryl Chin, Engineering Manager at Contract Pharmaceuticals Limited, how SPI can be used to resolve a customer query about receiving an error report back from the EU Hub simply by entering the serial numbers that triggered the failed response, in this case a “Bad Lot” error. With only a few clicks, Daryl can determine that the error was an anomaly, and not a more serious systemic failure.

Video Serialized Product Intelligence Serialization Bahrain, Brazil, China, European Union, Russia, United States

Contact Us

Learn more about Serialized Product Intelligence from TraceLink.

CONTACT US

Contact Us

Learn more about Serialized Product Intelligence from TraceLink.

Learn more about Serialized Product Intelligence



The Proactive Contract Manufacturer: Improve Customer Service and Free Up Capacity with Serialized Product Intelligence

Serialized Product Intelligence, a commercial analytics application from TraceLink.

[View More](#)



Global Visibility into Product Commissioning and Aggregation with SPI

Learn how companies can use Serialized Product Intelligence to track products across multiple geographies and compliance mandates.

[View More](#)



Reconciling Digital Information with Physical Events with SPI

Learn how companies can review serialized events to see if digital records match the physical status of a product.

[View More](#)



Proactive Monitoring for Rapid Reporting and Decision Making with SPI

Learn how companies can leverage serialization data to track and forecast quarterly production and take proactive action.

[View More](#)




Taking Control of Your Serialized Supply Chain An Industry Benchmark


Learn how serialization process exceptions and supply chain disruptions are impacting your peers and your own path to operational excellence.

[View More](#)

Medreich PLC Designing and Using of Anti-Tampering Device



J&F Wynicki Project Manager, Amanda Little Production Expert, Alice McCarthy Technical Lead



Challenge


At the Jynckel Medreich (Division JFMD) which came to us on 08/02/2019 it was requested that all Prescription box have Anti-tampering device on them.

During the week, the negotiation states that the rest of the used information should still be available.

Anti-tampering device should continue to send the packet with the use by date of the Medreich.

Outcomes

- To cope with the issue of not damaging the printed FMD information, we decided to go with a perforated design.
- To make it easy to use FMD printer in current we decided to add a black line down the middle.
- We also did studies of how effective the glue will be applying the Anti-tampering device to box's and printing in clarity colours.
- Once we had started testing we discovered an issue with the buffer lines, these were covering glue to reach out of our design.
- At this point we started the second design with no buffer lines and this has proved much more efficient, with less impact on machine downtime.



1st Design




Diagram illustrating the 1st design of the anti-tampering device. It shows a box with a black line and buffer lines. The text indicates that the black line is not visible and the buffer lines are not visible.

2nd Design




Diagram illustrating the 2nd design of the anti-tampering device. It shows a box with a black line and no buffer lines. The text indicates that the black line is visible and the buffer lines are not visible.

Manufacture

to make an efficient FMD design variations, to arrive at the best possible material which will run effectively in the production process.

sample FMD contains an already made to use FMD performs well in all the variable conditions.


the correct size FMD to give the best possible contact area on the carton.

to make with FMD manufacture to ensure the correct adhesive is used when the FMD are produced.

the carton design and make changes to locate positions on cartons, so that FMD is not covering the bottle area.

looking at the application of the FMD on production lines, think about how the system will work on cartons with FMD missing.

on FMD placement during production run, as J&F must not be covered by FMD.



Case Study: Medreich | Anti-Tampering and EU FMD

Learn how Medreich designed an EU FMD-compliant label to work with anti-tampering devices.

[View More](#)