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Orchestrating Outcomes for Logistics: Jon Chapman of Kuehne+Nagel on Harnessing Advanced Technology to Build Patient-Centric Supply Chains - Part 2

Key Topics:

- Overcoming critical challenges in global pharmaceutical logistics.
- The HealthChain Standard and its role in global quality consistency.
- Addressing regulatory and infrastructure disparities across markets.
- The evolution of digital tools: APIs, visibility platforms, and predictive analytics.
- Building trust and enhancing customer experiences.

Kuehne+Nagel's HealthChain Standard and commitment to innovation helps the organization's global healthcare logistics network maintain excellence across 270+ locations in more than 60 countries. In Part 2 of this Orchestrating Outcomes interview, Jon Chapman, the company's VP of Pharma Healthcare, explains how the organization is harmonizing global operations, navigating diverse regulations, and continually adapting to evolving customer needs. He also details how Kuehne+Nagel uses API-driven data exchanges and predictive tools to enhance

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inventory visibility, resolve issues proactively, and foster trust with customers, all while keeping patient safety at the forefront.

Watch Part 2 now to learn how digitalization in logistics operations is enabling a more resilient healthcare supply chain. And if you missed it, be sure to **watch Part 1 of our interview** with Jon Chapman for insights on how personalized medicine and sustainability are reshaping global logistics strategies.leveraging digitalization to enhance customer experiences and ensure consistency across diverse geographies.

Video Highlights:

- **00:54** - What complexities arise from operating across diverse geographies, cultures, and markets?
- **06:00**- How is Kuehne+Nagel ensuring supply chain connectivity and inventory visibility, and how do you provide customers with insights into the movement of their goods?
- **09:43** - What does the qualification process involve when expanding services to an existing customer or onboarding a new customer, particularly around ensuring supply chain visibility and consistency across geographies?
- **16:00** - How does the rise in outsourcing highlight the need for digitalization in the life sciences and healthcare supply chain?
- **21:12** - Do you have any additional insights on Kuehne+Nagel’s long-term investments in supply chain digitalization?

View Series

VideoMINT for LogisticsOrchestrating Outcomes, Supply Chain DigitalizationLogistics/Distribution
Meet with TraceLink to learn more about supply chain digitalization!

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Thank you! We will contact you soon!

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Jon Chapman, VP of Pharma Healthcare at Kuehne+Nagel, highlights innovations in patient-centric approaches, personalized medicine, and sustainability, along with advancements in IoT-enabled tracking and cloud infrastructure.
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Orchestrating Outcomes for Logistics: Dan Bell of Marken on Driving Digitalization and Patient-Centric Innovation in Pharma Supply Chains – Part 1

Dan Bell, Senior Vice President of Innovation and Strategic Operations at Marken, shares insights on how Marken leverages UPS's vast global network to ensure patient safety and product quality. Watch the interview!

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Orchestrating Outcomes for Logistics: Guy Courtin of Tecsys Inc. on the Impact of Supply Chain Digitalization – Part 1

Guy Courtin of Tecsys Inc. discusses the importance of data accuracy, the "Amazon effect" on healthcare logistics, and the challenges of digitalization in a constantly changing supply chain environment. Watch the video!

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Orchestrating Outcomes for Logistics: Guy Courtin of Tecsys Inc. on the Impact of Supply Chain Digitalization – Part 2

Guy Courtin of Tecsys Inc. shares insights on outsourcing, DSCSA, warehouse automation, the Internet of Things, and their impact on supply chain digitalization initiatives. Watch the video!
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Jeff Borden, VP of North America Supply Chain at Sandoz, shares his insights on complexities of supply chain digitalization from both a brand owner and a CMO perspective. Watch now!
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Orchestrating Outcomes for External Manufacturing: Jeff Borden of Sandoz on How to Build Strategic Partnerships Between Brand Owners and CMOs – Part 2

Jeff Borden, VP of North America Supply Chain at Sandoz, shares real-world examples of how aligning long-term objectives between brand owners and CMOs can transform obstacles into opportunities for innovation and patient-focused outcomes. Watch now!

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