RESOURCES

Home
Resources
Resource Center



Orchestrating Outcomes: Harnessing Technology to Build Patient-Centric Logistics Networks

Featuring Jon Chapman, VP of Pharma Healthcare at Kuehne+Nagel

What does the future of supply chain logistics look like? In this episode of Orchestrating Outcomes, 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. He also explains how the organization is harmonizing global operations, navigating diverse regulations, and continually adapting to evolving customer needs.

- **How Real-Time Data Powers KPI Tracking and CAPA Improvement at Kuehne+Nagel**
- **Enhancing Customer Trust Through Rapid Response and Predictive Insights**
- **Navigating the Complexity of Modern Supply Chains with Digital Integration**
- **The Future of Logistics: AI, Machine Learning, and Real-Time Data**
- **Jon Chapman of Kuehne+Nagel Part 1**
- **Jon Chapman of Kuehne+Nagel Part 2**

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Explore some interview highlights below and then watch the full interview for more insights.

How Real-Time Data Powers KPI Tracking and CAPA Improvement at Kuehne+Nagel

(3 minute watch) Real-time data enables Kuehne+Nagel to track critical logistics KPIs—on-time, in-full delivery, carbon footprint, and quality—while streamlining CAPA processes to address issues and drive continuous improvement across the supply chain.

Enhancing Customer Trust Through Rapid Response and Predictive Insights

(3 minute watch) Kuehne+Nagel is focused on building customer trust by placing the customer experience at the heart of its strategy, while working to enhance its ability to predict, prevent, and quickly address shipment issues. Through investments in technology, data, and team capabilities, they aim to proactively protect shipments and ensure seamless, patient-centric supply chains.

Navigating the Complexity of Modern Supply Chains with Digital Integration

(3 minute watch) As supply chains become more complex, Kuehne+Nagel is focusing on building a digital backbone that connects all stakeholders, enabling seamless data sharing and ensuring full visibility across the entire logistics process. By developing flexible, interconnected systems, they are preparing to meet both current and future customer expectations.

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The Future of Logistics: AI, Machine Learning, and Real-Time Data

(2 minute watch) Jon Chapman discusses the vital role of real-time, accurate data in shaping the future of logistics, emphasizing how AI, machine learning, and data insights will improve shipment quality, reduce costs, and better meet customer needs.

Jon Chapman of Kuehne+Nagel - Part 1

(22 minute watch) In this episode of Orchestrating Outcomes, Jon Chapman, VP of Pharma Healthcare at Kuehne+Nagel, discusses innovations in temperature-sensitive shipment handling, patient-centric logistics, and the logistical challenges of personalized medicine. He also highlights investments in sustainability, ESG practices, and the role of IoT-enabled logistics for real-time tracking and visibility.

Jon Chapman of Kuehne+Nagel - Part 2

(24 minute watch) Discover how Kuehne+Nagel is revolutionizing healthcare logistics by leveraging digital tools to enhance visibility, predict issues, and build customer trust. In Part 2 of this Orchestrating Outcomes interview, Jon Chapman explains how the company harmonizes global operations, navigates complex regulations, and adapts to evolving customer needs—all while prioritizing patient safety.

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Orchestrating Outcomes for Logistics: Dan Bell of Marken on Driving Digitalization and Patient-Centric Innovation in Pharma Supply Chains – Part 2

Dan Bell, Senior Vice President of Innovation and Strategic Operations at Marken, explains why building resilience into every link of the supply chain is the key to driving both precision and progress. 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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Orchestrating Outcomes

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