

REFERENCE



**DHL Express – Deutsche Post DHL Group**

**Consultancy during review and adaptation of an existing QM system and related processes to GDP requirements**

**Customer Profile**

The Express division of the Deutsche Post DHL Group transports urgent documents and goods reliably and on time from door to door. The global network spans more than 220 countries and territories in which some 100,000 employees provide services to 2.7 million customers. Industry-specific services complement those of the main product, Time Definite International (TDI).

**The Project**

With this project, DHL Express aims to improve the level of service for companies in the pharmaceutical industry with an appropriate offer. Products that do not require active temperature control during transportation are to be shipped by the express delivery company within Germany in compliance with the European GDP guideline. For this service the comprehensive implementation of the applicable requirements according to the EU GDP guideline is distinctive.

**The Task**

The task was to review and where required adapt the logistics service provider's existing QM system and related processes according to GDP requirements. Requirements of the guideline that are relevant for transportation had to be met.

**gempex Services**

gempex supported DHL Express in the course of a consulting project. The specific GDP requirements for transportation service providers in the express segment and their implementation within the customer's process landscape were jointly defined in workshops. An in-depth process analysis was conducted, and then products, services and modules for a GDP-compliant service offering were selected, supplemented and defined. On this basis, service specifications and additional documents for GDP-compliant transportation within the existing process structure were developed and the required know-how was established.

**The Result**

DHL Express is a specialist with harmonised processes to offer services specific to the pharmaceuticals industry to its customers under consideration of the applicable GDP requirements.

*gempex GmbH supports leading companies in the chemical and pharmaceutical industries with the implementation of quality requirements according to GMP, GLP, DIN ISO 9001 and comparable quality assurance systems. Main activities are consultancy and the professional execution of validation and qualification projects, including consultancy during design, construction and reconstruction of facilities. This includes ongoing support in all questions concerning the running GMP production plant.*

Key Performance
<ul style="list-style-type: none"> <li>• GDP-Compliance Consultancy</li> <li>• Review of the existing processes</li> <li>• Development of conceptual enhancements</li> <li>• Preparation and review of adapted documents</li> </ul>