

SPECIAL TOPIC:

High-speed picking process (“Pick-by-Voice”)

Pick-by-Voice is a picking solution that enables the packaging operators to control the picking process by receiving spoken commands and giving acoustic feedback. Correct picking situation this way is confirmed easily and if necessary, quantity can be corrected. As a result, operators only need to use their hands for the picking itself. By freeing the operator’s hands to handle the stock items, **Pick-by-Voice** ensures an ergonomic and efficient pick sequence. Without the need to handle wireless data terminals and paper lists eliminated, the order picker can focus entirely on retrieving the required items.

Paperless picking system, hands free in the warehouse, the advantages are obvious:

- Up to a 35% improvement in picking productivity
- Up to 20% better performance in comparison to wireless data
- Up to 99.9% picking accuracy
- Picking process is directly linked to the warehouse management
- Multiple simultaneous picking processes can be implemented
- Number of operators is flexibly adaptable
- Scalable and cost-effective solution



Pick-by-voice – maximum benefit through further process integration

High-speed picking processes are then bringing the highest benefits when integrated into an optimized Order Fulfillment process. What does that mean? Order fulfillment comprises of all the steps a company has to take between receiving a new customer’s order and placing the requested goods finally into the customer’s hands. The process involves warehousing, picking and packing the products, shipping them, preparing and issuing the invoice. Of course this process can be implemented in-house in the best possible way.

However, why not take into consideration to outsource the Order Fulfillment process to a full-service provider or partially, e.g. the logistical part only and keep the commercial part (Order taking, invoicing) in-house?

General benefits of outsourcing the Order Fulfillment process

- No need for settling long-term warehouse leases, with a fulfillment service, a monthly fee only for the amount of occupied space has to be paid
- Fulfillment services can negotiate a better rate with couriers due to greater shipping volumes
- If the business is growing, no worries about warehouse space, finding quality fulfillment staff, and negotiating great prices with shipping companies; companies then can focus on hiring staff with the talents and business savvy necessary to grow your business, not pack and ship the boxes

- Fulfillment company are able to store, organize, and ship customer's orders more efficiently by doing the work of receiving, storing, and managing the handled products in a professional manner
- Most important, a fulfillment service eliminates the risk of shipping errors; their state of the art inventory technology, automated processes, streamlined pick and pack methods, and advanced receiving and return procedures ensure accurate and efficient order fulfillment processing

Additional benefits from the Glatt Pharmaceutical Services (GPS) expertise and support

GPS is providing a full-service that covers all aspects of an Order Fulfillment process, but is also available if only single service modules are requested. In each case it is the primary objective to determine an optimized solution that exactly fits our client's requirements.

The very first steps we take with you will already have a strong impact. A first look at some of the "quick wins" that don't require a massive investment, but will make a quick difference, such as classifying the client's inventory and ensuring that it is stored as logically as possible.

- **Classified inventory to ensure rapid handling**
Inventory grouped from fastest moving to slowest moving will help to ensure to always have the right stock levels on the most important items. The most popular items are put in the area of the warehouse where they are accessible for the high-speed picking process (**Pick-by-Voice**). Same could be decided for medium moving items, whereas slower moving items should rather be stored in a separate area.
- **Integrated systems for more visibility into all aspects of Order Fulfillment**
Visibility into several areas is very helpful in organizing an optimized Order Fulfillment process: Demand forecasting, sales, inventory, and logistics just to name a few. At a minimum, this requires some level of integration between the sales order management system where the order is placed, and the ERP system that maintains financial data, as well as the inventory and logistics systems that handle the processes for picking, packing and shipping. Optimized "**data exchange**" is the magic word in this context. In a close co-operation with your experts, GPS will set-up a data-exchange solution which exactly meets your requirements.
- **Automated processes**
As described above GPS makes available a high-speed picking equipment and process organization (**Pick-by-Voice**). No matter if you give us one product to handle or one dozen / two dozen / three dozen products ... of your entire product portfolio and it doesn't matter either if ambient storage (15 – 25°C) or cooled storage (2 – 8°C) has to be guaranteed, both temperature ranges are covered.
- **"Order-to-cash-service"**
Maybe you, as our client, want to have the whole process covered: Customer's order taking, Order fulfillment, shipment / distribution, Invoicing (printed on your letterpaper), payments collection ... we will provide you with an appropriate solution.

The new Glatt Pharma Logistic Center ...

... is an ideal service platform being for third-party companies dealing with finished drug products (marketed products and clinical trial materials), intermediates, packaging materials and active pharmaceutical ingredients and looking for services like ...

- Warehousing (15 – 25°C); goods storage in a fully automatic controlled high-rack warehouse with 5.000 pallet spaces
- Warehousing (2 – 8°C, -25°C, -80°C)
- Cross-docking services
- Bonded Warehouse Services
- „Pre-Wholesale“ activities for marketed drug products

- High-speed commissioning ("Pick-by-Voice")
- Multicarrier-Shipping System
- Organization of the distribution logistics for clinical Trials, inclusive ...
 - Cold-Chain-Management organization
 - Interface handling to IRT-based solutions

Specialties / Premium Services:

- Comparator sourcing for clinical trials
- Blinding of clinical trial medication
- Secondary packaging of clinical trial medication
- Unpacking, Re-Packing of authorized drugs, (Re-) Labelling
- EU Import of Human and Veterinary drug products into the EU, inclusive ...
 - Customs clearance / Bonded Warehouse
 - Batch Certification / EU Release of drug products (authorized drugs, clinical trial medication)
 - Fiscal representation
 - Optimized import turnover tax handling
- Overall Project Management
- Supply Chain Management Support, covering ...
 - planning and forecasting materials requirements along the supply chain
 - organization and execution of sourcing activities (API, components)
 - planning / organization of manufacturing & packaging & warehousing & distribution activities

Glatt Pharmaceutical Services is a specialized CDMO and offers formulation and manufacturing services incl. CTM for solid dosage forms with focus on multiparticulates (e.g. for pediatric formulations), micro pellets, pellets, granules for application of controlled release, taste masking, enhancement of stability, bioavailability and solubility. We have a strong expertise in all Fluidbed processes and can offer access to innovative technologies especially in direct granulation & pelletisation.

Interested to get more Information? Get in touch with us:

Frieder Mayer

Head of Logistic Services
frieder.mayer@glatt.com

Philippe Tschopp

Head of Business Development
philippe.tschopp@glatt.com