

Assessment of activity of companies rendering delivery services in the sphere of clinical trials

Time frame of the enquiry: July-August 2014

16 members of Association of Clinical Trials Organizations participated in the enquiry

Components of couriers' assessment criteria*

compliance with the contractual provisions	<i>There is assessed compliance with contractual provisions, including delivery time compliance, temperature control, conditions of cargoes delivery "hand to hand" (in case of an order for appropriate services) etc.</i>
service desk's operating efficiency	<i>There is is assessed quality of arrangement and efficiency of coordination of the process of cargoes tracking and delivery</i>
communication level	<i>There is is assessed courtesy of company personnel at communication with clients</i>
couriers' qualification	<i>There is assessed competency of couriers; possibility and desire to help at filling out documents; readiness to deliver door-to-door to the place indicated by the client (including lifting of cargoes "to the floor level"); kindliness in communication, personal appearance</i>
readiness to defend the client's interests	<i>There is assessed readiness to defend the client's interests, readiness to participate in solving raised problems</i>
work in force majeure circumstances	<i>There is assessed efficiency and adequacy of reaction in force majeure circumstances is assessed including proper assessment of situation, timely provision of information to the client, capability of finding a solution to the problem, etc.</i>

*assessment was carried out in accordance with a five-point grading scale

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index	number of respondents	compliance with the contractual provisions	service desk's operating efficiency	communication level	couriers' qualification	readiness to defend the client's interests	work in force majeure circumstances	average score on all indices
Alpha Express	11	4,5	4,6	4,2	4,3	3,9	3,9	4,2
AURUM	3	4,3	4,3	4,3	4,0	4,3	4,7	4,3
Avinex	1	2,0	2,0	2,0	3,0	2,0	2,0	2,2
BIOCARD Logistics	5	4,6	4,6	4,4	4,3	4,5	4,8	4,5
Courier Service express	1	-	4,0	3,0	1,0	2,0	4,0	2,8
Clinical Trial Logistics	2	5,0	4,0	4,0	5,0	4,5	4,5	4,5
DHL Express	17	4,3	4,4	4,4	4,1	3,2	3,2	3,9
Gippa LLC	1	4,0	5,0	5,0	4,0	4,0	5,0	4,5
Pony Express	4	3,8	3,8	3,8	4,0	3,3	3,3	3,7
TNT	9	4,4	4,3	4,3	4,4	3,6	3,7	4,1
Translog Biologic	7	4,6	4,6	4,1	4,6	4,3	4,6	4,5
UPS	3	2,5	2,5	2,7	3,0	2,0	2,5	2,5
VORTEX	2	5,0	5,0	5,0	5,0	5,0	5,0	5,0
World Courier	9	4,9	4,5	3,9	4,4	3,8	3,8	4,2

Respondents' comments

companies	commentary of particular respondents
Alpha Express	<ul style="list-style-type: none"> • Work on holidays and at week-ends; • It is very convenient to include courier service in logistic chain in case if Alpha Express deals with customs clearance. In this case right after release of cargoes from customs the cargo can be sent directly to the end recipient – to sites or to depot; • The cost of delivery of biological samples is rather high; • Contractual provisions are complied regard to delivery; new terms of delivery are agreed upon if required. • Always ready to consider options for taking best decisions in case of unexpected force majeure situation, possibility of emergency communication even after the office working hours;
AURUM	<ul style="list-style-type: none"> • Delivery notifications are not always delivered on time; • In case of occurrence of difficult situations with delivery, they always contact the customer to solve the encountered problems; • Attractive value for money for bulky cargoes;
Avinex	<ul style="list-style-type: none"> • Ignore requirements of temperature controlled transportation. Such an episode took place: medicinal product was accepted to transportation in unequipped transport facility; • An episode of delivery to the wrong warehouse was registered; they could not provide a car for returning the cargo for a long time after that;
BIOCARD Logistics	<ul style="list-style-type: none"> • A year ago there were delays in deliveries; • Too aggressive promotion of their services;
Clinical Trial Logistics	<ul style="list-style-type: none"> • Sometimes notifications about the cargo status are delayed; • Competent and careful execution of supporting documents;
DHL Express	<ul style="list-style-type: none"> • In response to the claims about cargo delivery in inappropriate condition, they suggest to better pack everything; they are not going to improve their own quality; • A big corporation with its specific features, exceptionally inefficient records management (a great deal of paperwork required from client, whether for import or export even for simplest transportation, paid way-bills with a limited period of validity, general disinterestedness in our market); at the same time well-developed active and to a certain extent "slapstick" kind of inviting clients to "fashion weeks" and "formula 1"; • A lot of paperwork at dispatch of cargo (excluding documents). Difficulties with choosing the time of delivery, there are only particular modes of delivery; • There was an episode of losing an import license for a medicinal product;
Pony Express	<ul style="list-style-type: none"> • Their work is detestable!!! • They do not have anything in common with American courier service company of the XIX century Pony Express; • There is an impression that the company on the whole does not have understanding of field tasks;
TNT	<ul style="list-style-type: none"> • Make errors in addresses of companies at preparing preprint way-bills. • A lot of paperwork at dispatch of cargoes (excluding documents). Difficulties with choosing the time of delivery, there are only particular modes of delivery; • Biological samples are only taken out of addresses indicated in the permit, i.e. there is no possibility to accumulate biological samples in one transitional point;
Translog Biologic	<ul style="list-style-type: none"> • Accurate, clear and true information is always provided; • Ready to meet the needs of the client, professional understanding of specifics of work in clinical trials field and possibility to offer decision options in force majeure situations; • High enough cost;
UPS	<ul style="list-style-type: none"> • Actually they are not interested in our market, no constructive communication exists. They work with efficiency of "Russian Post"; • It is impossible to get through to the Moscow office, there is also no response to emails;
World Courier	<ul style="list-style-type: none"> • Premium class service, expensive, high quality, therefore rather arrogant with clients, communication lies somewhere in the sphere of global solutions which have little influence on local work with clients; • Refuse to maintain correspondence in the English language, incomplete and untimely responses to emails. Couriers are ill-informed and not prepared to orders; • Unreasonably high cost.