



ACTO
ASSOCIATION OF CLINICAL
TRIALS ORGANIZATIONS

Assessment of activity of companies that provide warehousing services for clinical trial materials

Time frame of the enquiry: July-August 2014

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

Components of warehouses' assessment criteria

compliance with the contractual provisions	<i>there is assessed compliance with contractual provisions, including terms of cargoes processing, temperature control, etc.</i>
communication level	<i>there is assessed courtesy of companie's key personnel at communication with clients</i>
customer focus	<i>there is assessed readiness of the company to execute nonstandard orders and to develop additional services on the basis of clients' proposals</i>
work in force majeure conditions	<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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indices	number of respondents	compliance with the contractual provisions	communication level	customer focus	work in force majeure conditions	average score on all indices
Avinex	2	4	3,5	4	4	3,9
BIOCARD Logistics	6	4,7	4,0	4,5	4,2	4,4
Clinical Trial Logistics	2	5,0	4,0	4,5	4,5	4,5
Fisher Clinical Services LLC	3	5,0	5,0	4,7	5,0	4,9
IMP Logistics	4	5,0	4,3	4,3	4,3	4,5
VORTEX	4	4,8	4,8	5,0	4,8	4,9
WCT	2	5,0	4,5	4,5	4,5	4,6

Respondents' comments

companies	separate respondents' comments
BIOCARD Logistics	<ul style="list-style-type: none"> • Average prices, reasonably good storage area, good va-Q-tec containers are used but errors were made regularly in working with medicinal products related to inaccurate batching or sending IVRS orders (wrong kit number added to delivery or sent to a wrong site); • Too aggressive promotion of their services;
Clinical Trial Logistics	<ul style="list-style-type: none"> • There were episodes of untimely issuance of invoices;
Fisher Clinical Services LLC	<ul style="list-style-type: none"> • There was an episode when cargo was delivered to the warehouse by mistake and the employees didn't inform us about it for several days; • Good communication, possibility to work at week-ends;
IMP Logistics	<ul style="list-style-type: none"> • Rare episodes can happen when laboratory kits are delivered to the warehouse but the client is not informed about it; this results in delay in delivery of these kits to the center; • Rigid internal requirements and procedures, it is difficult to come to an agreement and strike a compromise if the procedures of the sponsor and the warehouse are different;
VORTEX	<ul style="list-style-type: none"> • Positive general impression - good level of services provided at a relatively low price but this comment concerns only non-medicinal products materials.