



ZUELLIG PHARMA
MALAYSIA



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A Zuellig Pharma Presentation

5 March 2008



WHERE WE ARE



ZUELLIG PHARMA
MALAYSIA

Zuellig Pharma Asia Pacific





FOCUSSED ON HEALTHCARE

- Established 1939, 69 years in Malaysia
- Principals: Over 30 major principals
- Customers: 8,000 active customers (10,000 Customer Base)
- Employees: approx. 350
- Current Branch & Warehouse Facilities:
 - Main Central Distribution Centre
 - 2 Branches with stockholdings in East Malaysia (K.Kinabalu & Kuching)
 - 6 Customer Care Centers (Penang, Ipoh, Johor Bahru, Melaka, Kuantan & Kota Bahru)





	Bukit Jelutong DC – from Oct 2007
Location	Bukit Jelutong, Shah Alam
Size	24,000 sq m / 258,000 sq ft
Temperature	Cold Room (2-8 °C), A/C (<25 °C), Non A/C (<30 °C)
Pallet Storage	23,600 pallets locations
Pick Locations	8,000 pick locations
Cold chain	900 pallets
New Features	<ol style="list-style-type: none">1) High-tech automated sortation system (OFS)2) Temperature & Humidity Control & Monitoring throughout DC3) 6-pallet high racking with flow rack picking4) Separate Floor For Quarantine & Redressing/Repacking Area





QUALITY MANAGEMENT

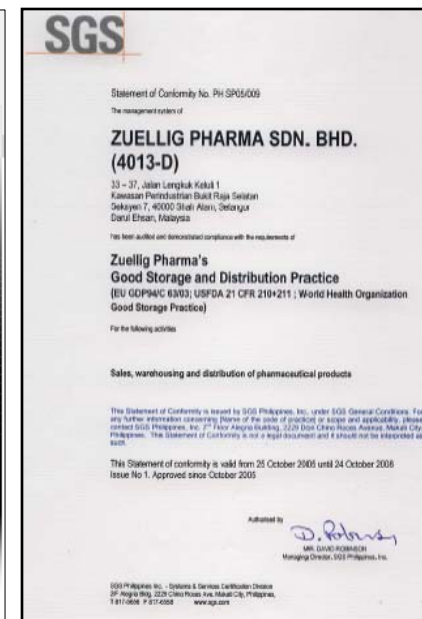
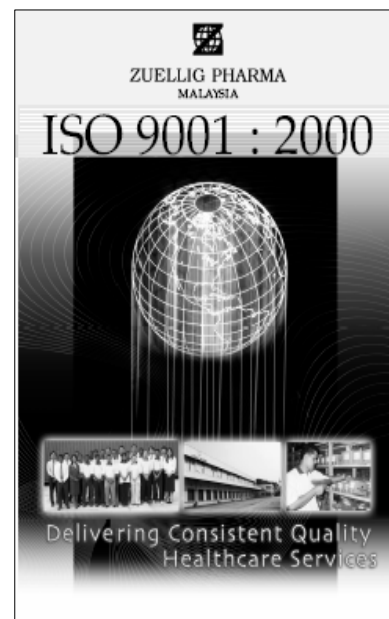
Accreditations & Certifications

- Attained ISO 9001:2000 certification for Warehouse and Distribution Services in May 2003
- Kuching and Kota Kinabalu DC awarded their ISO 9001:2000 accreditation in April 2007
- ISO ensures a Quality Management System is maintained and continually developed.

Quality Systems

- GMP & GDSP (Good Storage and Distribution Practice) compliant, in accordance with European Union GDP94/C 63/03, United States FDA 21 CFR 201+211 and the World Health Organisation Good Storage Practice.

ISO 9001:2000 CERTIFIED





PRINCIPAL SERVICES

■ ZP & Principal Relationships

- Single contact point for Principals
- Regular Operations meetings
- Deal with Principal issues

■ Add value to Principal business

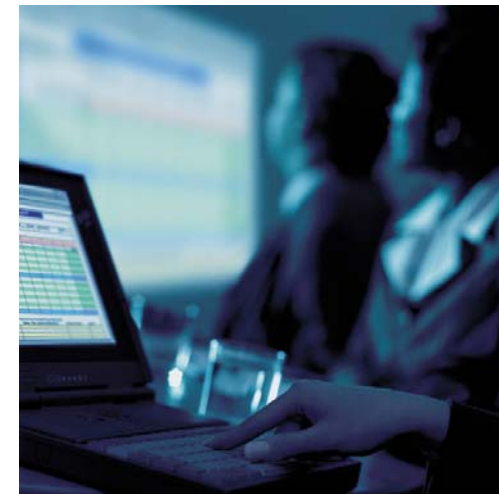
- Provide relevant information proactively
- Advice on regulatory requirements eg. customs, MOH
- Coordinate & manage repackaging requests

■ Inventory Management

- Ensure optimum inventory of correct products
- Monitor fulfillment rates/backorders
- Maintain inventory hygiene

■ Monitored By KPIs

- Stock discrepancies
- % Stock-out by principals
- Order fulfillment rate



**A SINGLE POINT
OF CONTACT
FOR PRINCIPALS**



Points for Clarification

License & trade regulations

- Is there a separate license required for storage and distribution of medical devices, different to that of present license for pharmaceutical distribution?
- If yes, what are the requirements to obtain license-for example pharmaceutical license requires Pharmacist on site. Does medical device require a person with specific qualifications/professional certification to obtain license?
- Secondary packaging or redressing-will there be a need for separate license different to that of pharmaceutical redressing license?
- Labelling requirements for local distribution?



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Thank You

