

CASE STUDY

Sartorius

How a global healthcare manufacturer saves time creating and approving SOPs digitally.



Company

Sartorius AG is an international pharmaceutical and laboratory equipment supplier, with 2 divisions - Lab Products & Services and Bioprocess Solutions. Founded in 1870 as a precision mechanical workshop and having grown into a leading international life science group that recorded over 30% growth two years in a row with sales of \$2.64 billion in 2020 and \$3,60 billion in 2021. Today, Sartorius is focused on being a close partner and a one stop shop for all biopharmaceutical producers.

Company info

- Founded in 1870
- Located in Göttingen (GER)
- Pharmaceutical and laboratory equipment supplier
- Revenue in 2021 \$3.60 B
- 60 sites in more than 30 countries

Mission

To be a one stop shop for for all biopharmaceutical producers.

The Challenges of Manual, Unstandardized Information Sharing

Sartorius established a very innovative Global Core Carrier Program that ensures the handling of their global freight volumes is managed by exclusively selected forwarders. Each year, Sartorius' forwarders move a significant global air freight volume (more than 20K tons in 2021). These are sensitive shipments with high pressure on careful handling and delivery times. Some are also temperature sensitive. As such, shipments are not handed over without an approved Standard Operating Procedure (SOP) in place. Typically, before pharmaceuticals and sensitive lab equipment are being shipped, forwarders create and send SOPs back and forth for editing and approval signatures, often in different formats with different processes and quality standards, using their own database for storing these SOPs. This is a very time-consuming process and with Sartorius alone dealing with over 500 different SOPs, making it nearly impossible for their global freight and distribution team to track down and access copies. Additionally, trying to keep them updated requires tremendous effort on a yearly basis.

“Previously we had to manage around 200 SOPs in different formats, now we have 400 in one format in one location, easy to access and efficient to approve and always up to date. We were able to create and approve them in record time over the last few months”

Christian Doepke

Manager of Freight Global Solutions



Meet Validaide

Validaide's platform offers a flexible SOP module with approval workflow for both internal as well as external approvals. It is one of the three solutions build on top of its capabilities platform. With over 850 logistic companies actively sharing and updating their special handling capabilities on their company and their network, information is easily accessed. Customers can use this for their supplier evaluation. Secondly, in the lane risk assessment part, companies can build out a door-to-door lane risk assessment for pharmaceutical shipments. Thirdly, Validaide offers an SOPs module, to which lanes can be attached and which can be further build on information in Validaide. The SOP module offers the ability to approve them within your own organization but also with your suppliers or customers.

“I would definitely recommend Validaide to forwarders and other industrial players. Because for me it is the best and most efficient way to handle SOPs knowing the industry from a forwarder and now Sartorius side.”

Daniel Sentjurc
Freight Solutions Specialist

Efficient SOP creation and approvals

The ease of doing business with their forwarders as well as the ease for forwarders to do business with them, is very important for Sartorius. As such, Sartorius uses the Validaide platform as a single, centralized, up-to-date source of information for all their SOPs. The platform enables Sartorius to create and share SOPs with all their forwarders, streamlining the data collection and approval process in a standardized format. As Validaide is an online platform, the SOPs are easy to create, edit collaboratively with the forwarder; as well as find, review and approve with all involved parties. Furthermore, changes made within the platform are instantaneous so that all parties involved have the latest, up to date information at all times. Just in first three months, Sartorius was able to write and approve 260 SOPs. Starting out by adding all air SOPs in Validaide, quickly followed by European road SOPs and will continue to expand geographically as well. New forwarders, whether on the platform or not, were quick to join and adopt the platform seeing the benefits and ease of use of Validaide.



The forwarders perspective

For Hellmann, a leading freight forwarder, being on the Validaide platform was one of the drivers that made it easier for Sartorius to do business with them. Hellman, as one of their current Core Carriers, was already on the platform following a quality-improving and time-saving decision to move away from doing lane risk assessments manually in excel sheets. For Hellmann, the value added is that processes are automated, people get reminded to keep SOPs up to date and expired SOPs are removed from the system.

“The SOPs for Sartorius, everyone loves using Validaide! It is very user friendly, we definitely like that we have the opportunity to work on them jointly.

Mark van Os de Man
Global Airfreight Product Manager Healthcare

‘Share, maintain and jointly approve SOPs with digital signatures in defined revision periods.’

Visit [Validaide.com](https://validaide.com) to learn more