Pharmaceutical logistics: Air cargo at -60°C

ZIEGLER Network air cargo: Now also in Hamburg

Brussels: Visit to the ZIEGLER headquarters
The ZIEGLER Group has responded to the complex requirements of the supply logistics field. ZieglerTrack, a Purchase Order Management System, optimises the customer’s business processes. The customer has an overview of its supply logistics: each order, each shipment even down to the item level. And the customer is automatically informed in the event of any delays.

You can find out more about ZieglerTrack and other logistics topics in this new edition of “onboard”.

Thorsten Witt, CEO
Switzerland, Germany

The times when logistics only involved the transportation of goods from A to B are a thing of the past. The purchasing and supply logistics procedures have become much more complex. Delays in delivery can be spotted long before their actual shipment. This is when people need to react, rather than waiting until the arrival of a sea freight container at the port, where the goods are frequently directly picked and immediately distributed to various destinations. Large and small commercial enterprises are constantly faced by these requirements in the field of supply logistics, not just for one consignment, but even for various consignments at once.

The German texts are drafted with Swiss spelling and grammar.

ZIEGLER (SCHWEIZ) AG Salinenstrasse 61, 4133 Pratteln, Switzerland, Tel.: +41 61 695 84 84, info@ziegler.ch
ZIEGLER GmbH, Ernst-Abbe-Strasse 34, 52249 Eschweiler, Germany, Tel.: +49 24 035 08-0, ziegler_aachen@zieglergroup.com
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LEGAL
Orders are being processed, goods are produced and notice has been provided of a delivery date – managing the flow of goods is a complex task. It is important to retain an overview of the entire supply chain. And precisely this task is possible using ZieglerTrack.

Using the ZieglerTrack online system, importers and exporters retain an overview of the supply chain – ranging from placing the order to the transportation and the arrival of the consignment.

**Purchase Order Management**
ZieglerTrack is a purchase order management tool. You will find all the important shipping documents in ZieglerTrack, such as the Bills of Lading, customs or commercial invoices. Every user can download and print out the documents. The system provides a clear overview of all information and documents, making them accessible any time, any place, from planning to delivery.

**1. Orders**
Users can enter all orders into the ZieglerTrack system with all the relevant data such as purchase order numbers, product descriptions or stock-keeping units (SKUs). Follow-up services can also be recorded. In this way the user always retains the best possible overview.
2. Early warning system
Possible delays in the delivery of goods or consignments can be identified in advance with ZieglerTrack. Urgent consignments can be assigned a higher priority in the system. In consultation with the customer they can be routed to another ship or port, or transferred to air freight. Transit time problems are rectified in this way.

ZieglerTrack automatically sends a warning in the event of a delay where the schedule will not be met. If, for instance, the status of a container does not change in the port within a specified period of time following arrival (e.g. due to customs) then ZieglerTrack will automatically transmit an alarm signal to the user. This could be an e-mail or simply just another colour code in the dashboard view. Action can thus immediately be taken to ensure the shipment picks up speed again.

3. Transport tracking
Where are my products? Within many containers was my order XY loaded? Where are they located? At the port of origin? On the vessel? In the port of destination? Or are they already on the delivery truck? ZieglerTrack is networked with the most important shipping lines and always provides online notification of the last location. Shipments are constantly tracked in this way. With access to all relevant data, the customer has control of the delivery and shipment status and the documents at all stages of the supply chain.

4. Delivery
The Ziegler staff coordinate scheduling with the recipient using the “Dashboard” communication tool to agree when and where goods should be delivered. The customer discovers exactly when a shipment and what quantities will be delivered to the recipient.

Your contact
Giacinto Forastefano
Tel.: +41 61 815 56 01
giacinto.forastefano@ziegler.ch
Training the Swiss sales team: Roland Paolucci, Angelo Meillo, Emanuel Rechsteiner, Gilles Weber (IT Manager), Giacinto Forastefano (Sales and Marketing Manager ZIEGLER Schweiz AG), Stephanie Ernst, Ezgi Yilmaz and Philippe Boeglin.
THE RIGHT START

The best way for ZIEGLER customers to get a good start with the ZieglerTrack system is with their ZIEGLER sales team. In cooperation with them, customers put together a tailor-made package for themselves in a step-by-step process.

Consultancy
In a counselling interview the sales team and the sales consultant jointly ascertain their requirements:

- What queries would they like to have?
- How many people will have access to the system?
- Which people will get access to which information?

The goal is to optimise purchase and shipment processes with ZieglerTrack.

Access data
Every user has a user name and a password. He/she can log on and work with ZieglerTrack and retrieve information from any computer with Internet access. The system does not need to be installed on any computer or server. A hierarchy of access rights to files and information on individual users is possible. It can be based on the following criteria: company department (air cargo/sea freight), destination, country of origin, customer, recipient, shipper or agent.

Training courses
ZieglerTrack has great potential in the quality assurance field. To this end ZIEGLER offers training courses – both at ZIEGLER’s premises or directly at the customer’s headquarters. Here the future users learn how to find the relevant information in the system, use it efficiently and document it.

Your contact
Heinz Schmitt
Tel.: +49 6107 30816
heinz_schmitt@zieglergroup.com

ZIEGLERTRACK: AN OVERVIEW OF THE ENTIRE SUPPLY CHAIN

1. Order
2. Production/manufacturing company
3. Transport: truck from the manufacturing company to the port
4. Port of departure
5. Transport: and plane

ZieglerTrack: Communication platform from order to delivery.
Perfect communication with ZieglerTrack
Heinz Schmitt, Sales Manager Germany, provides in-house training and advises customers over a wide range of locations on the subject of ZieglerTrack. In the background: In-house sales employee Sabine Hokenmaier in the ZIEGLER training room in Kelsterbach.
ZIEGLER’s specialist department Basel airport regularly organises the transport of pharmaceutical samples for a renowned Swiss pharmaceutical company. The product samples are stored at the customer’s premises at minus 60 degrees. ZIEGLER must guarantee that this temperature is precisely observed throughout the entire transport chain. Therefore the quickest means of transport are employed along with appropriate packaging. The employees track the shipment stage by stage.

**What has to be done?**

The customer sends an e-mail with the recipient’s purchase order and the certificate of analysis from the competent laboratory. This includes all necessary information such as the recipient’s details and the identification numbers and quantity of the product samples. ZIEGLER staff produce a pro forma invoice and a packing list written out to the customer. The recipient receives these documents for inspection. The agent at the destination also receives the same documents together with the airway bills for inspection. He contacts the recipients and compares the information to avoid any problems with customs clearance.

As soon as the recipient and the ZIEGLER agent have provided their approval, the employees at Basel airport reserve the shipment with the airline, selecting direct and express routes.

In the meantime the customer places a temperature gauge (data logger) in the product samples to show that cooling has not been interrupted at any point along the chain. Then the samples are put into the thermo box, which is filled with approx. 100 kg of dry ice. This keeps the samples stable at a temperature of minus 60°C. (The dry ice itself has a temperature of minus 78°C). During loading, the samples are placed directly in the centre of the dry ice, then completely covered with ice.

The thermo-boxes are closed and are lashed onto a pallet. ZIEGLER’s driver takes them to the airport. The documents are already available there and as soon as the freight reaches the dock they are immediately handed over to the airline. The dry ice keeps the samples stable at a temperature of minus 60°C for approx. 5 days. To extend this period by three days the shipments are also placed in a refrigeration cell at minus 20°C at the airport of departure, transit airport and airport of arrival.

If for whatever reason (customs procedures, document dispatch or something else) the shipment should be blocked at one location for several days the ZIEGLER staff ensure that the thermo-boxes are re-filled with dry ice.

After duty is paid, the freight is sent to the recipient as an express delivery. The team at Basel airport monitors the shipment from A to Z. The agents must assign these shipments priority and treat them with the greatest care, and the customer is constantly informed of the shipping status until they are received by the recipient.

Pierre Gardin, 
ZIEGLER Basel airport
ZIEGLER (Schweiz) AG (previously called BLG) has been successfully assessed according to the Safety and Quality Assessment System (SQAS) since December 2003. The SQAS auditing system, introduced by a European working group of the industrial chemicals sector under the management of the CEFIC (Conseil Européen des Fédérations de l’Industrie Chimique), assesses the quality, safety and environmental compatibility of logistics providers in the hazardous goods sector. The logistics company has to answer several hundred questions on standardised questionnaires and assessment forms about the various steps within the distribution chains (e.g. road transportation, storage, tank cleaning etc.). Customers can inform themselves about the SQAS assessment of their logistics providers using the CEFIC database. The assessment procedure is repeated every three years.

ZIEGLER (Schweiz) AG attach great importance to quality. This is inspected by customers using external audits and by Swissmedic

Swissmedic, the central Swiss supervisory authority for therapeutic products, ensures that medicinal products and medical devices in Switzerland are effective and safe to protect human and animal life. Its core competencies include not just the approval of products but also the granting of operating licences for the importing and wholesale distribution of pharmaceutical products. Following a successful re-audit in May 2012 ZIEGLER (Schweiz) AG received the license for an additional five years for the “importing of pharmaceutical products, wholesale distribution with pharmaceutical products and export of pharmaceutical products.”

Text: Monique Pirkner Nowak
HEINZ SCHMITT: SALES MANAGER GERMANY

ZIEGLER in Germany is pressing ahead with a central sales organisation whilst simultaneously strengthening the network based at the various branches. Heinz Schmitt, a trained freight forwarding specialist, organises the national sales activities from Frankfurt/Kelsterbach. His customer advice draws on more than 40 years of professional experience as a logistics specialist. As a result he has a very impressive overview of the market.

He is most familiar with ZIEGLER, having been a branch manager in Kelsterbach and Stuttgart for the last 10 years. His specialist fields are air and sea transport services. Yet he has also additionally implemented a lot of projects involving warehousing logistics and overland transportation in cooperation with colleagues in Eschweiler. As Schmitt says, “The network principle at ZIEGLER provides a lot of opportunities and allows us to respond to customers’ wishes very flexibly.”

In the future Heinz Schmitt will entirely focus on selling an even wider range of services for sea freight and air cargo, overland transportation and logistics in Germany. His goal is more sales personnel, more consultancy and more service. To this end, each region will be assigned full-time sales staff for customer care. “Sales personnel are primarily customer consultants in my opinion”, said Schmitt. “All customers profit from this.”
If customers want to send consignments very quickly over long distances, air freight is the suitable mode of dispatch. ZIEGLER Hamburg is renowned for its successful sea freight services and now offers air freight for customers throughout North Germany. Well-trained staff are now available to you as contacts since February 2015. The shipments can be dispatched or received via Hamburg airport. ZIEGLER Hamburg obviously also serves the main airport in Frankfurt and all other German airports. The Hamburg branch cooperates with all the other branches in the ZIEGLER network in this case. “Using air freight we now offer next-day delivery”, branch manager Sebastian Lorenz happily informed us. “We do, of course, also offer downstream logistics services from the airport such as order picking, packing and distribution to various destinations on behalf of our customers.”

The success of the branch has made it possible to extend the services offered. “Because of the many customer orders we have more than doubled our workforce and now have 12 staff here,” said Sebastian Lorenz. Moreover, the one trainee who has worked at the branch to date has been taken on permanently and a new trainee has been appointed. This marks a very good start to 2015!
Works of art are valuable, require sensitive transportation and have to be hung with painstaking care. A task for professionals who enjoy producing genuine tailor-made products, in other words a case for ZIEGLER. The team at the Geneva site was commissioned by a customer to organise the collection of ten paintings from an art dealer in the Dutch town of Veendendaal.

The Geneva team organised its transportation in cooperation with its affiliated company ZIEGLER Lyon. In Geneva the paintings were initially kept in interim storage in the customs warehouse and the import duties were then paid on them. Following this the paintings were exhibited in the “Vapiano” restaurant. The ZIEGLER team mounted the pictures in cooperation with the subcontractor in Geneva. Care and precision take time: it took five hours to hang the works of art.

ZIEGLER Geneva and a transportation partner assemble and disassemble furniture, electrical appliances, install and secure works of art in a professional and representative manner for exhibitions. Precision work by professionals, no less!

Text: Victor Carvalho, branch manager ZIEGLER
Geneva city
“Products are the implementation of ideas; fragrances are the embodiment of emotions.”

Using this claim LUZI AG develops and produces fragrance compounds for perfumes, cosmetics, home and room fragrances. They have been doing this for more than eighty years and for customers all around the world. LUZI AG has been transformed from a family-run business into a company that operates internationally with its headquarters in Switzerland. “ onboard” spoke with export manager and sales assistant Tanja Dima.

Ms Dima, how did you become aware of ZIEGLER?
Following a visit by the sales manager we commissioned ZIEGLER with the first sample consignments.

Why did LUZI AG choose ZIEGLER?
ZIEGLER’s value for money convinced us. We value the good service of the friendly and helpful ZIEGLER team.

Which customers or industries does Luzi AG supply?
LUZI produces blends of fragrance and supplies customers and producers with cosmetics, home and room fragrances throughout the world with the exception of the United States.

Do you make use of other ZIEGLER’s services?
In Europe the fragrance blends are transported by truck. In the case of European consignments LUZI also uses the fiscal representation for EU customs clearance offered by ZIEGLER. The fragrances are sent to Asia as FCL (Full Container Load) sea freight consignments. When transporting fragrances special attention must be paid to the provisions for the carriage of hazardous goods. The important thing is their correct labelling and declaration. Ninety percent of the goods are in accordance with the UN3082 standard and ten per cent in accordance with UN1169 CL. 3.

www.luzi.ch

Thank you very much for this interview!
Diane Govaerts, daughter of Olivia Govaerts and granddaughter of Arthur Ed. Ziegler, is now the fourth generation to join the management of this family-run company with Swiss roots.

Arthur Joseph Ziegler, born in Olten in 1875, launched his career as a freight forwarder in 1897, after graduating from a commercial colleague in Neuchâtel and completing his military service with the Züricher Kavallerie (Zurich cavalry). At the end of the 19th century he started his career in forwarding at Schenker & Co in Vienna. The company, which now belongs to the Deutsche Bahn group, had been founded by his uncle, Gottfried Schenker, in 1872. In 1908 the nephew purchased the Brussels branch from his uncle and thus laid the foundations for the ZIEGLER Group. ZIEGLER quickly ranked among the leaders of the wine and spirits logistics industry. ZIEGLER still has branches in the vicinity of wine producers to this day and, for instance, ships wines from South Africa to China. Arthur Edouard Ziegler has run the family business since 1958. Alain Ziegler’s passions are sea freight and air cargo, as well as state of the art and technically sophisticated logistics facilities.

The ZIEGLER Group currently has 120 branches and employs some 3200 staff. Contact with key accounts, sophisticated computer systems and the finance sector require ever-increasing levels of attention. The management at the headquarters in Brussels has now received support for this: Diane Govaerts, daughter of Olivia Govaerts, has enhanced the management team as a new member. After successfully graduating from the Solvay Business School of Economics & Management in Brussels, she worked at the Belgian Banque Degroof for seven years. As a manager for private banking she managed the funds and assets of retail banking clients. After completing a further educational course as a chartered financial analyst and gaining a master’s degree in “Administrateur de PME” (Director of the company), she actively joined the company at the family’s request in order to help to shape its future. Diane Govaerts will initially get to know the executives and activities of the group and subsequently commence her new tasks. Now three generations of the Ziegler family are working at the company.

Text: Patrick Rosy, ZIEGLER Brussels
MODERN IT

Data flows and networking, communication platforms and training courses via live images: IT plays an important part for the modern and globally oriented ZIEGLER company.

The IT department is therefore one of the larger and most important departments of the forwarding agency. 95 staff are employed in IT at the company – 45 of them are based at the main headquarters in Brussels. At the same time, the IT platform is used as an active basis of communication so the sites in the different countries can interact rapidly and cooperate ideally.

ZIEGLER MANAGEMENT onboard

Visitors are immediately captivated by four screens when entering the lobby of the main headquarters in Brussels. ZIEGLER has installed a system that makes it possible to track the road transportation in real time. That is no surprise for a company that concerns itself with mobility. More than 250 vehicles (in-house and vehicles of subcontractors) are now equipped with on-board units. This permits the vehicles to be tracked precisely. The ZIEGLER Group is developing its own “Zimob-Ziegler-Management On Board” system to this end.

In addition the system permits the drivers to view a detailed list of all consignments via a iPad mini. It displays the deliveries and pickups to be performed in real-time. The carriers also use the device to take photos of signed shipping documents and consignments that are potentially damaged. Depending on the case in question, work that has been performed can also be displayed. This information is transmitted in real time. As a result of this ZIEGLER can respond more quickly, so customers are better informed and can plan things more precisely.

CHAGALL IN BRUSSELS

Brussels is fascinating: visitors make discoveries at virtually every street corner: architecture in the style of the Fin-de-Siècle, brasseries with art nouveau interiors, art deco histories of design. A major Chagall tribute is the number 1 tourist magnet until June. The “Royal Museums of Fine Arts of Belgium” (RMFAB) are celebrating the life of the French painter Marc Chagall (1887-1985) with 120 of his works.

www.fine-arts-museum.be
ZIEGLER Schweiz: new head office in Pratteln near Basel

HQ TAKES THE LONG VIEW

ZIEGLER Switzerland is now managed from Pratteln rather than from Basel as of the start of this year. The new headquarters has its offices in the modern Triago-Haus. From here the management organises and controls the national activities of the forwarding agency. In addition approx. fifteen employees work here in the HR, marketing, finance and accounting departments.

The new head office in northwestern Switzerland is just a few minute-
UNCHANGED SERVICE AT NEZTIBODENSTRASSE 23c

Here customers will still be able to get in touch with all contacts in the forwarding and logistics sector.

ZIEGLER (Schweiz) AG
Headquarters
Salinenstrasse 61
4133 Pratteln, Schweiz
Tel.: +41 61 695 84 84
Fax: +41 61 695 84 85
info@ziegler.ch

The head office is located in a lively industrial estate from which the office team can hear the beating heart of industry. The building offers all the spatial and technical facilities that are expected today: modern offices, meeting rooms and rooms for training sessions that accommodate up to 100 people.

There is also a restaurant in the building, in-house catering and a lounge on the roof. The view from the new headquarter extends to the expanses of the Rhine valley and the pulsating industrial estate – a good thing for a forwarding agent that likes to take the long view when performing its projects.
MORE THAN 200 CONSIGNMENTS EVERY DAY

In Eschweiler goods of all types are loaded on a daily basis. The consignments that arrive are unloaded, recorded using an IT system, inspected for shortfalls and damage and sorted according to their receiving locations. They are immediately assigned to their respective target destination. This clear registering of each individual parcel is only possible through the use of a state-of-the-art barcode system.

Guido Muth and his team pursue one primary goal every day: the achievement of high handling performance levels. Hundreds of consignments are loaded and unloaded over a transhipment area of some 3200 sq. metres with 24 gates. The team processes up to 10 vehicles at a time every hour at the main daily dispatch times.

Guido Muth as warehouse manager, and the shift managers Corina Simbula, Eric Nicolaije and Harun Sagman, with their teams, jointly have more than 80 years of professional experience of reloading consolidated cargo, handling hazardous goods and order-related picking. They work with high levels of commitment and a watchful eye: every parcel that is not securely packaged, or where the cardboard packaging is damaged, is repacked or also, if necessary, secured with a strapping band. Transportation processing free of virtually any losses or damage can only be achieved in this way. The low damage rate of less than one percent and the satisfaction of our customers prove us right.

Text: Monika Schneider

Financial accounting in Eschweiler

GENERATION CHANGE

Generation change in Eschweiler: On 31 March 2015 Eva Köpcke will be leaving ZIEGLER Eschweiler to go into retirement. She has worked with commitment and competence in the financial accounting department. We would like to thank her for the pleasant and successful time we spent working together.

We would like to congratulate Eva Köpcke on reaching her well-deserved retirement. Yet we shall also miss her – in particular her helpfulness and her pleasant way of interacting with people.

Her successor Ingo Porta has been familiarising himself with his new tasks since 1 January 2015. The ZIEGLER team in Eschweiler wishes him a great deal of success and looks forward to working with him.

Text: Monika Schneider
PROVERBS

“MONEY HAS NO SMELL”

When it comes to money, it doesn’t matter where you get it from – or so goes this German saying, literally meaning “Money doesn’t stink”. The saying dates back to the ancient Romans and is a literal translation of the Latin expression "Pecunia non olet". At that time the saying really was related to smell: in ancient Italy, human urine was used to tan leather; for this purpose, it was collected in enclosed latrines on the streets of Rome. Emperor Vespasian was in financial difficulties and imposed a tax on these latrines. He justified the duty before his son Titus. He allegedly held the first revenues under his nose and then asked him: “Does the smell offend you?” When his son told him that it did not, Vespasian responded by saying, “Yet it comes from urine!” But upon the emergence of paper money, at the latest, even less moralistic contemporaries would then go on to realise that money can indeed stink to high heaven!

“AN APPLE A DAY KEEPS THE DOCTOR AWAY”

The British have known this for some time: people who eat an apple every day stay healthy, and don’t need to visit the doctor. Science has proven the truth of the saying. The vitamins in the fruit boost the immune system. The apple’s secret is mainly to be found in the peel, with its many flavonoids, a group of secondary plant metabolites. They can thus inhibit inflammations, control the free radicals in the body and sometimes even hinder the growth of carcinogenic cells. And not only that: researchers at Cornell University in New York discovered that they also protect against neurodegenerative diseases such as Parkinson’s and Alzheimer’s. According to the latest findings they could also effectively reduce people’s blood pressure levels – though this still need to be verified in additional clinical studies. But until such time you are certainly not making a mistake if you regularly bite into an apple – but don’t forget to also eat the skin!

ANNIVERSARIES

ZIEGLER Schweiz anniversaries
Serge Flick (Dornach Logistics Centre) celebrated 20 years of company service on 1 March 2015. Armando Schneeberg (Dietikon) celebrated 20 years of company service on 1 April 2015. Frank Walter (Basel Airport) celebrated 15 years of company service on 1 January 2015, as did Joel Walter (Basel Airport) on 9 March 2015. Romuald Lutz (Pratteln) celebrates 15 years at the company on 1 May 2015.

Jubiläen ZIEGLER Deutschland
Tanja Degenhardt (Kelsterbach) celebrated her 10th year of company service in March 2015. Francisco Porras (Eschweiler) celebrated 5 years of service with the company in January 2015. Sabine Heitzinger (Kelsterbach) celebrates her 10th year with the company on 1 July 2015.

Congratulations!

...get on board
Modern logistics – worldwide!

ZIEGLER Switzerland
www.ziegler.ch
ZIEGLER Germany
www.zieglergroup-germany.de

ZIEGLER Germany

Closer to the Client