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Orchestrating Outcomes for Logistics: Jon Chapman of Kuehne+Nagel on Harnessing Advanced Technology to Build Patient-Centric Supply Chains - Part 2



Key Topics:

- Overcoming critical challenges in global pharmaceutical logistics.
- The HealthChain Standard and its role in global quality consistency.
- Addressing regulatory and infrastructure disparities across markets.
- The evolution of digital tools: APIs, visibility platforms, and predictive analytics.
- Building trust and enhancing customer experiences.

Kuehne+Nagel's HealthChain Standard and commitment to innovation helps the organization's global healthcare logistics network maintain excellence across 270+ locations in more than 60 countries. In Part 2 of this Orchestrating Outcomes interview, Jon Chapman, the company's VP of Pharma Healthcare, explains how the organization is harmonizing global operations, navigating diverse regulations, and continually adapting to evolving customer needs. He also details how Kuehne+Nagel uses API-driven data exchanges and predictive tools to enhance

inventory visibility, resolve issues proactively, and foster trust with customers, all while keeping patient safety at the forefront.

Watch Part 2 now to learn how digitalization in logistics operations is enabling a more resilient healthcare supply chain. And if you missed it, be sure to **watch Part 1 of our interview** with Jon Chapman for insights on how personalized medicine and sustainability are reshaping global logistics strategies.leveraging digitalization to enhance customer experiences and ensure consistency across diverse geographies.

Video Highlights:

- **00:54** - What complexities arise from operating across diverse geographies, cultures, and markets?
- **06:00**- How is Kuehne+Nagel ensuring supply chain connectivity and inventory visibility, and how do you provide customers with insights into the movement of their goods?
- **09:43** - What does the qualification process involve when expanding services to an existing customer or onboarding a new customer, particularly around ensuring supply chain visibility and consistency across geographies?
- **16:00** - How does the rise in outsourcing highlight the need for digitalization in the life sciences and healthcare supply chain?
- **21:12** - Do you have any additional insights on Kuehne+Nagel's long-term investments in supply chain digitalization?

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Jon Chapman, VP of Pharma Healthcare at Kuehne+Nagel, highlights innovations in patient-centric approaches, personalized medicine, and sustainability, along with advancements in IoT-enabled tracking and cloud infrastructure.

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