



FLEISCHHACKER

PIECE BY PIECE

COMPILING YOUR INDIVIDUAL SET





FLEISCHHACKER

INVESTMENT IS A MATTER OF TRUST

Over the years we have become one of the largest suppliers of medical and laboratory products to NGOs and bank-financed aid projects. Our day-to-day working relationships under long-term agreements or system contracts exist with almost all UN organisations, the Red Cross and many other institutions. Every year, we deliver to more than 80 countries in all regions around the world and therefore we believe that we have gained great insights into the requirements of the recipients on-site.

PRODUCT CONSULTING



Investment planning
Installation preparation
Price optimisation

E-BUSINESS



Demand analysis
Materials management
Online-Shop

LOGISTICS



Worldwide stocks
Project management
Special transports

LOGISTICS PARTNER

Fleischhacker is not only a pure logistics company, but a worldwide partner in all logistical challenges. Our expertise extends to you by maximising the quality of services you provide. For example, the modular planning of hospitals in developing countries, with its associated infrastructural challenges and medical problems, requires a high degree of structuring and efficient targeted action. We have the means to contribute substantially to this kind of project planning with our specialised experience, intuition and sensitivity.

PERSONAL CONTACT

Next to our strong web presence, we believe in the personal contact with our clients. You can easily reach our friendly and competent back office team. They will be happy to support you with the selection for the best and most-suitable products.

Looking for a face-to-face meeting? No problem! A Fleischhacker Sales Representative will visit you on-site.

STEP BY STEP – CUSTOMIZED SOLUTIONS

Customization contains the most important word for us: CUSTOMER. We recognize your business objectives and support you with expertise and experience . From discussing a wide selection of items such as small first aid kits, palletized kits like the surgical supply kit or a container-filling hospital module. Tell us your need and we find an appropriate solution. For this unique and customizable experience, we take four simple steps to create your individual kit!

1 Requirements

We start with identifying your requirements. By choosing our bundling option, you can reduce purchasing costs and processing costs. Additionally logistics will be improved and less training of users is required.

2 Item Selection

Due to our long experience in the business, we can choose the best item for you, fitting exactly your needs and expectation.

3 Customization

Together we build your kit and make it unique. You can test samples of the chosen bags and items to decide if this is what you want.

4 Production

In one of our warehouses, your kit will be packed in accordance to safety standards and intelligent consolidation of the items. Every kit will be finally checked and then packed for delivery to you.



MAKE IT **YOUR** BAG – THE WAY TO IT

Would you like to put together a completely individualised bag or backpack without worrying? No matter whether you prefer high-quality products from well-known manufacturers or inexpensive items, we will be happy to put together your personal complete set. Even unique specifications, such as individual and recognizable markings, other container units or sizes are no problem for us. The following example shows our approach.

1

Requirements



In our example, a customer needed a trauma bag that could only be stored in a specific cabinet due to the lack of space in the ambulance.

2

Item Selection



The bag should contain everything you need for use with trauma patients, eg. modular surgical tools for care, Thorax drainage and immobilization items.

3

Customization



The individual modules are packed in removable transparent pockets. Other materials are clearly arranged and can be removed according to your needs.

4

Production



The shelf life of the contents is at least 3 years. The bag is made out of resistant tarpaulin and Cordura material. It weighs 5,8 kg with dimensions of 46 x 22 x 25 cm.



Backpacks in various designs with individual content and customized labels

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Emergency bullet-wound treatment sets



Individual first aid kits including wound treatment dressings



PALLETIZED INTO THE WORLD – STANDARDIZED MODULES

Fleischhacker combines items into fully functional solutions - or modules. These modules contain item sets, which in turn consist of individual articles. A module is a complete, standardized set of equipment with a limited quantity of consumables included for immediate function. Modules are practical tools for planning as they form building blocks for facilities.



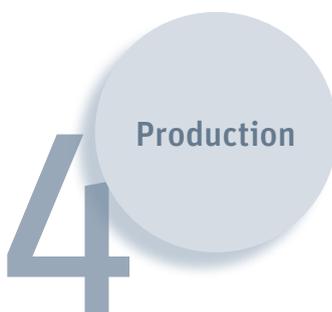
In our example, a customer needs a finished surgical module with consumables to ensure on-site care for xx days.



The surgical supply kit should contain certain numbers of corrugated drain, endotracheal and duodenal tubes, Foley ballon catheters, consumables like syringes and wound treatment.



Against the background of the chosen items and the intended use, all items are packed in accordance with the customers wish. We use packages, labels and markings that makes the cutomers's life and handling in the final destination easier.



At the packing line in our export warehouse in Kamen, all selected items are packed as per the wish of the cutomer in sturdy export packages - one kit on one pallet.



819

820

821

THE BIG PICTURE – THE MODULAR HOSPITAL

Thinking in a larger scope, Fleischhacker provides complete modules for various hospital fields of expertise. Initially we created 35 modules, consisting of an operating theatre, intensive care unit, lab, sterilisation facilities, etc. as an emergency response solution for the United Nations. We have developed this approach into many other areas and now offer more than 100 modules upon which we can further customise solutions.

1 Requirements

A customer requires an operating theatre for a provincial hospital including sufficient accessories and consumables for three months of operation.

2 Item Selection

The operating theatre module contains an anaesthesia machine set, which in turn will consist of 15 individual items including sufficient accessories and consumables.

3 Customization

Sets are packed together the way they belong together. All items are labelled according to customers requirements.

4 Production

Stock goods and freshly produced items are collected, packed and prepared for shipment.



Available modules	Mother and child units	Burn units	Emergency treatment centres
	Laboratory units	Blood banks	Cardiology departments
	Operating theatres	Intensive care	Imaging

OUR COMPETENCE – WEALTH OF EXPERTISE IN KITTING

The primary tasks of warehousing include the supply, weighing, protection and refinement tasks. Fleischhacker allocates sufficient capacities to all customer projects and ensures a seamless supply process across the world.

Our role as a whole scale supplier includes the proper storage of equipment. So we can guarantee quick availability. We have just increased our storage capacity up to 14.500 m² at two locations in Germany and Asia. At present, Fleischhacker operates three warehouses in Germany and Singapore. Including permanent storage of items, this additional space offers the ability to produce individualized kits on a large scale and realize special projects of our clients from around the world.



Definition of packing list as part of the standard operation procedure



Careful kit packing process



Assembling on pallets



Interim storage of the items



Environment-friendly paper cushioning machine



Final packing and closure



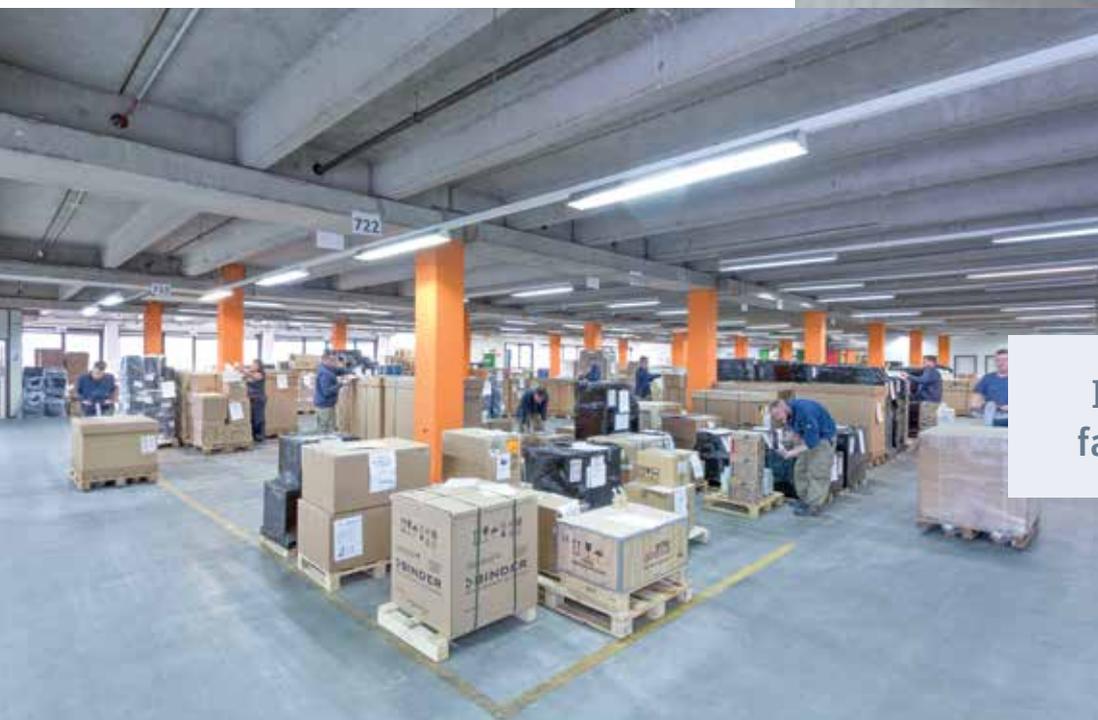
Electronic documentation and customer specific labelling



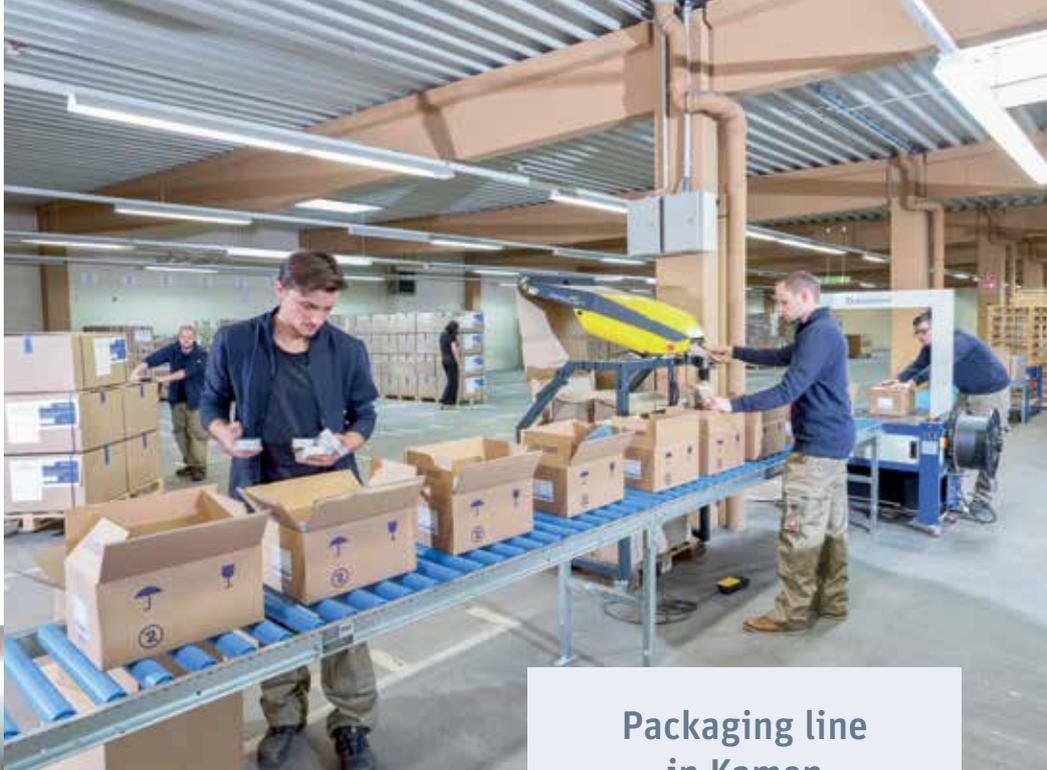
Coordination with carrier

MANY SPACE FOR ANY CASE – OUR KEY PERFORMANCE INDICATORS

18,500 m² warehouse
230 employees
15,000 pallets
2,500 suppliers



Incoming goods
facility in Kamen



Packaging line
in Kamen



High-rack warehouse
in Singapore as
distribution hub

Warehouse in
Schwerte



Final packing and closure

PREPARED FOR SPECIAL REQUIREMENTS – **HAZARDOUS AND REFRIGERATED GOODS**

Our expertise starts where the conventional logistics companies have to pass: Hazardous goods, temperature-controlled goods or especially urgent items with scheduled delivery. Because of the combination of know-how, special transport experience and highly specialised storage Fleischhacker is a partner you can trust in.

HAZARDOUS GOODS

The storage and handling of hazardous substances is subject to a complex regulatory framework with constantly changing laws and guidelines that also apply to fire and occupational safety. Dangerous goods include laboratory chemicals, disinfectants for pandemics (e.g. Ebola) and batteries for medical equipment.

We take all organisational measures and regularly train and instruct our employees in this special field in order to be your competent partner for the safe and compliant storage and transport of hazardous goods. We have certified in-house dangerous goods officers who are subject to continuous external audits. Our certifications cover all dangerous goods classes except xxxxx.

REFRIGERATED GOODS

Particular temperature-sensitive products, like pharmaceuticals, diagnostic reagents, blood tests and chemicals, require special logistical treatment as the refrigeration chain cannot be interrupted.

For the storage we provide a cold storage cell at each warehouse site supporting different temperature specifications. If the cold-chain goods are prepared for transport, packing materials such as cooling linings or polystyrene boxes are provided. The goods registered with the carrier will be handed over immediately. We can even store and ship refrigerated goods at temperatures of -20 degrees Celsius using dry ice. However, shorter transport routes, such as air freight, must be taken into account here.



FLEISCHHACKER – YOUR CERTIFIED PARTNER

All around the world, we work with the largest and most renowned manufacturers. But wherever brand quality is not important, we can also offer high-performance products from cost conscious manufacturers. For these less well-known manufacturers, we have implemented a strict quality assurance system, which is carried out by all our offices.

We hold the necessary licenses and approvals to ensure proper handling and processing of your order. Compliance with the applicable national and international standards and requirements forms an integral part of the entire supply chain management and consequently the implemented and certified Quality Management Systems at Fleischhacker.

Licensed wholesaler/ trader: Importer License Medical Devices (Health Sciences Authority, Singapore)	Certified QMS: ISO13485:2016 (DQS, Germany)	Licensed wholesaler/trader Pharmaceuticals: Importer License Therapeutic Products Health Sciences Authority, Singapore)
Certified Licensed Ex- porter: DE/8100/ZA/2143 (Customs Authorities Dortmund, Germany)	Certified QMS: ISO9001:2015 (TüV Süd, Singapore)	Licensed Wholesaler/ Trader Medicine, Human Medicine: §52 AMG (District Authorities Arnsberg, Germany)
Certification “Hazardous Goods”: Personalized Certificates (GE-LO Hamburg, Germany)	Accredited MTK – Med. Technical Control Service acc. to Medical Product Act: MPG and MPBetreibV §11, Abs.5 (District Authorities Arnsberg, Germany)	Certified QMS: ISO9001:2015 (TüV Rheinland, Germany)
Approved Atlas Export / EORI: DE2733073 (Customs Authorities Dortmund, Germany)	Certified QMS: BizSafe Level 3 (Workplace Safety & Health Council, Singapore)	Certified Licensed Shipper: 185/2010 A11.2.3.9 (Federal Office of Civil Aeronautics, Germany)
Certification “Safe Aeronautics”: Personalized Certificates (Federal Office of Civil Aeronautics)		



PROCESS

QUALITY

STRATEGY



FLEISCHHACKER

Fleischhacker GmbH & Co. KG

An der Silberkuhle 18
58239 Schwerte

T +49 2304 931-0

F +49 2304 931-199

info@fleischhacker.biz

www.fleischhacker.biz

Fleischhacker LLP Singapore

1 Lorong 2 Toa Payoh
#04-03 Bradell House
Singapore 319637

T +65 6356-7565

F +65 6356-7560

info@fleischhacker.biz

www.fleischhacker-asia.biz