Care Mapping

Top down planning

Next step after movement

Bottom up transparency

Any type of care & complementary to existing programs
Planning & Control – Clear Care Events for every step

- Start with Check Procedures and Create Check Milestone for each operator (One level up)
- Top Down Planning for Shipment Custody and Operator Checks
- Bottom-Up planning for Care Actions to be applied, like checks movement in and out of zone, etc.
- Transparent and Planned Execution - communicate results of Care Actions and replanning if needed

- CPC Care Protocol Check confirms the ability of the operator to handle the shipment. Before actual custody.
- CPA Care Protocol Applied recognizes custody by Operator and allows planning of care actions
- CPU Care Protocol Updates shows timing and outcome of care actions, allows re-planning if needed
- CPR Care Protocol Released reflects handover of custody and care to next operator, cancels planning.
Identify Operators & Check Against Requirements

1 Create initial overview of operators are involved: warehouses, road and air carriers, GHA’s, etc

2 Translate agreed requirements into verifiable abilities
   - **Regulations** - What Care implications apply that need to be met?
   - **Capabilities** - Can the chain provide, measure, treat and inform?
   - **Capacity** - Can timings be met by process design, equipment and system capacity?
   - **Compliance & Certification** – Need Relevant Certifications (CEIV, TAPA, GDP, Customer Specific, etc.)?
   - **Allowed time** – total time, time allowed per operator and allowance for handovers

3 Execute Check and Verify Intended Operators, if possible through predefined product and service packs
A Multilayer Approach to Requirements Check

Either by Service pack or ad hoc.

Pre-planning in ENCORE or other resource?

Every operator plans their own and their direct providers custody, and verifies with shipment requirements.
Top-Down Custody Planning; Bottom-Up Action planning, replanning and transparency on execution

Check → Acknowledge Custody & Share plan → Update on Action → Update on Action → Release / Handover

Operator shares scenario based planning at acceptance and replans if needed by events.

Execution → Planning
Every custodian communicates upward on planning, replanning and execution.