Robin Hooker: “While healthcare companies have seen overall improvements in cost management, product security, compliance, and product damage and spoilage, cost management is still a substantial supply chain issue. Top factors making this a challenge include rapid business growth and fluctuating fuel and materials costs.”

Robin Hooker: “Healthcare companies are becoming more successful with regulatory compliance. This is particularly welcome because the industry can expect only more scrutiny, regulations and compliance burdens moving forward.”
Robin Hooker: “This is one of the strongest areas of success this year for healthcare decision makers. Their reported success rate is 20 percentage points higher from 2014, and they credited serialization, IT investments, cooperation with law enforcement agencies and reinforced product security measures.”

Robin Hooker: “More than a third of healthcare companies aren’t succeeding with product protection. Among the challenges are more products that require temperature control, more challenging environments, limited visibility, or inability to intervene. Healthcare companies are seeing steady progress in this area, however, by partnering with higher-quality shipping companies and using faster shipping service levels.”
Robin Hooker: “Contingency planning remains a prevalent pain point in the healthcare supply chain. While unplanned events, such as adverse weather and power outages, have impacted healthcare supply chains in recent years, the subject remains a low priority. One medical device manufacturer noted in the survey, ‘We understand the need for contingency planning, but we don’t treat it seriously. So you lose a container full of product off a ship in a storm. How can you model for that?’ ”