



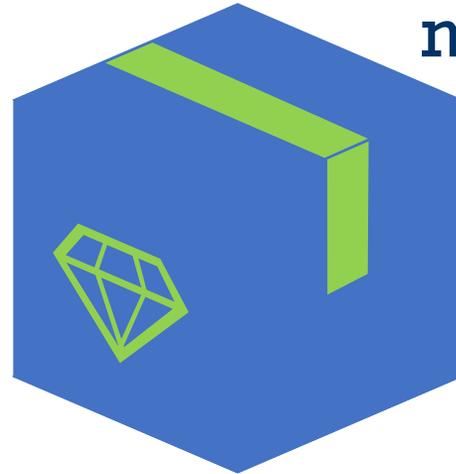
Care Mapping  
Visibly Better Care



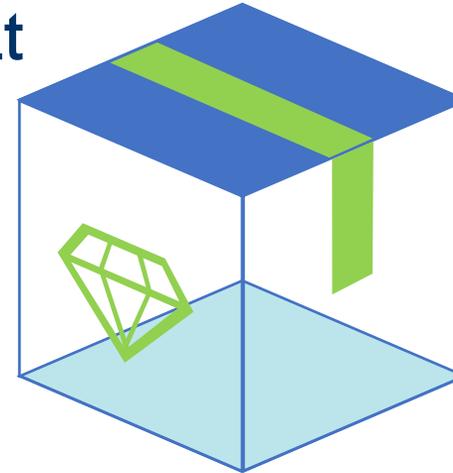


# Care Mapping

Top down  
planning

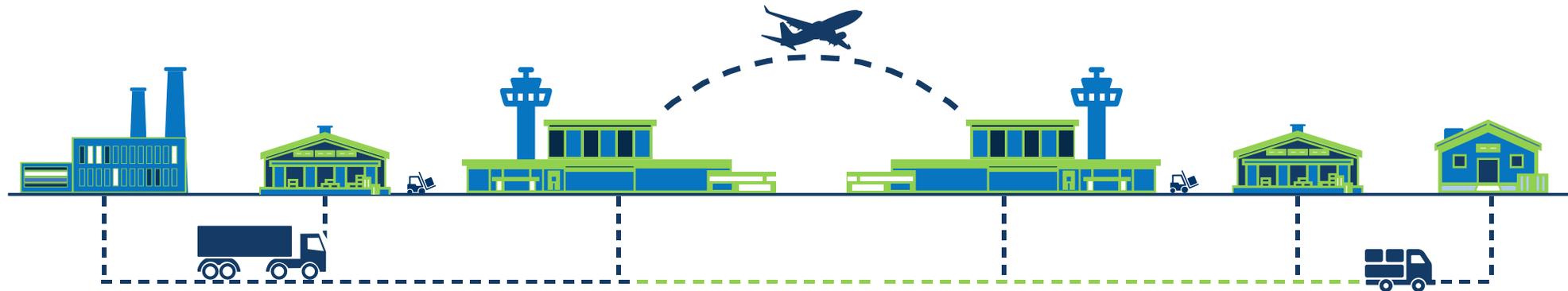


Next step after  
movement



Bottom up  
transparency

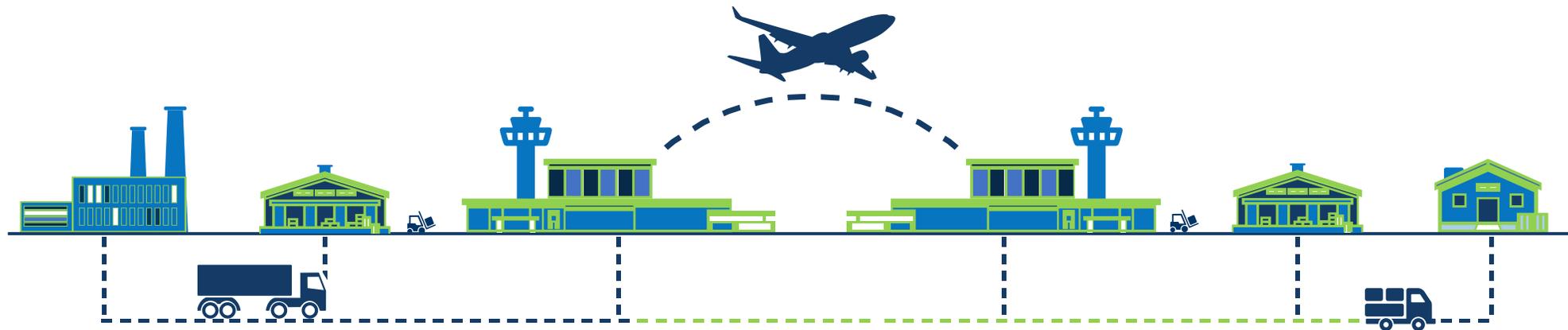
Any type of care & complementary to existing programs





## 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.





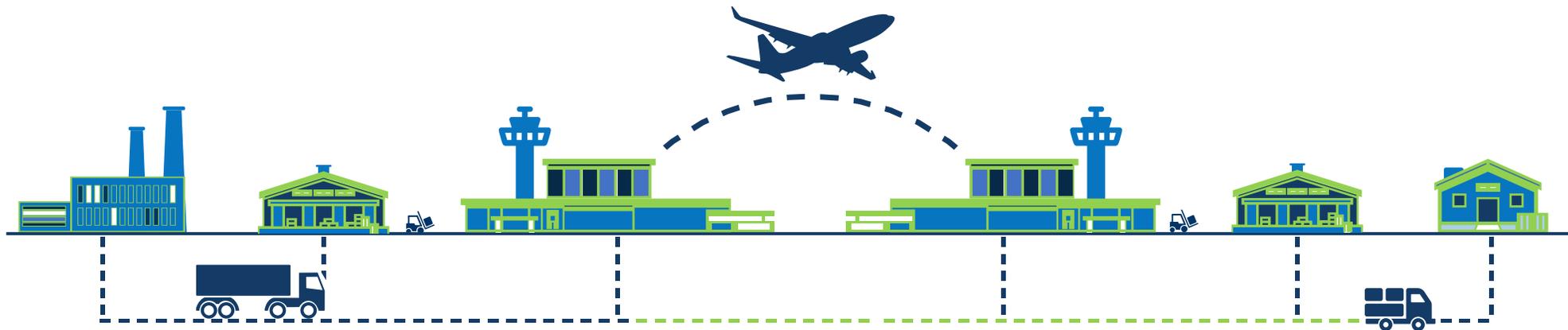
## Identify Operators & Check Against Requirements

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

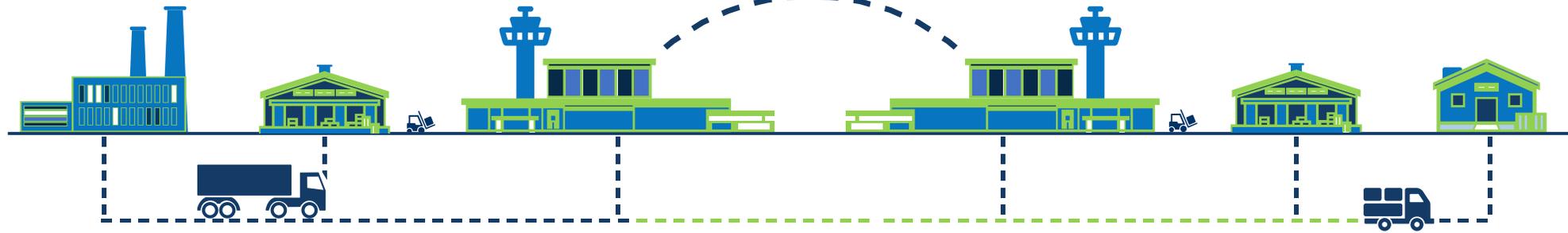
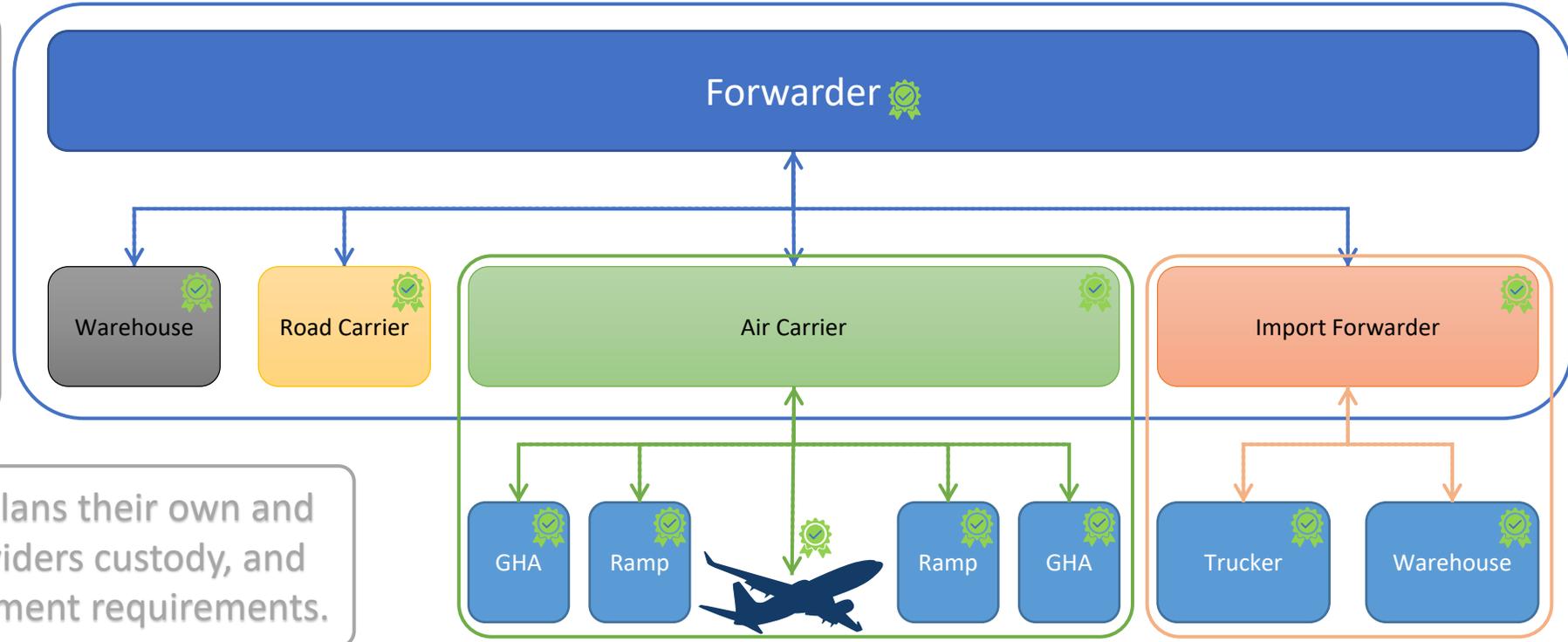




## A Multilayer Approach to Requirements Check

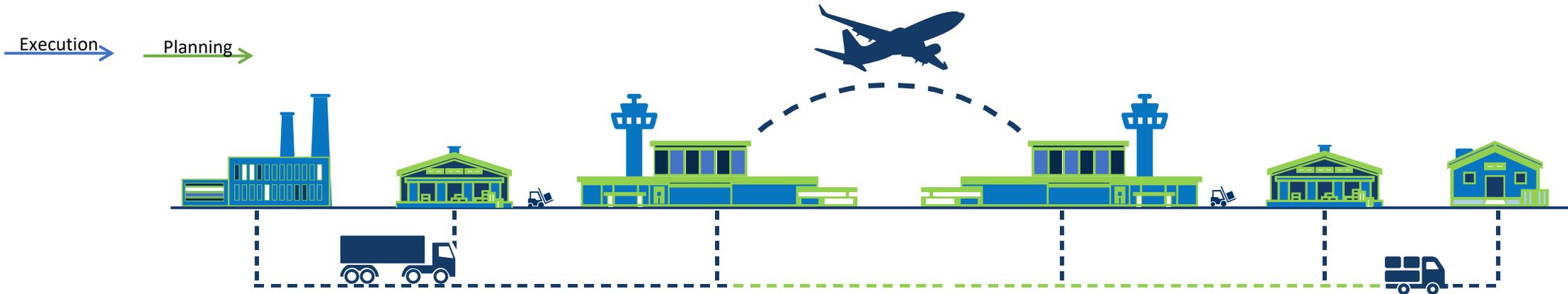
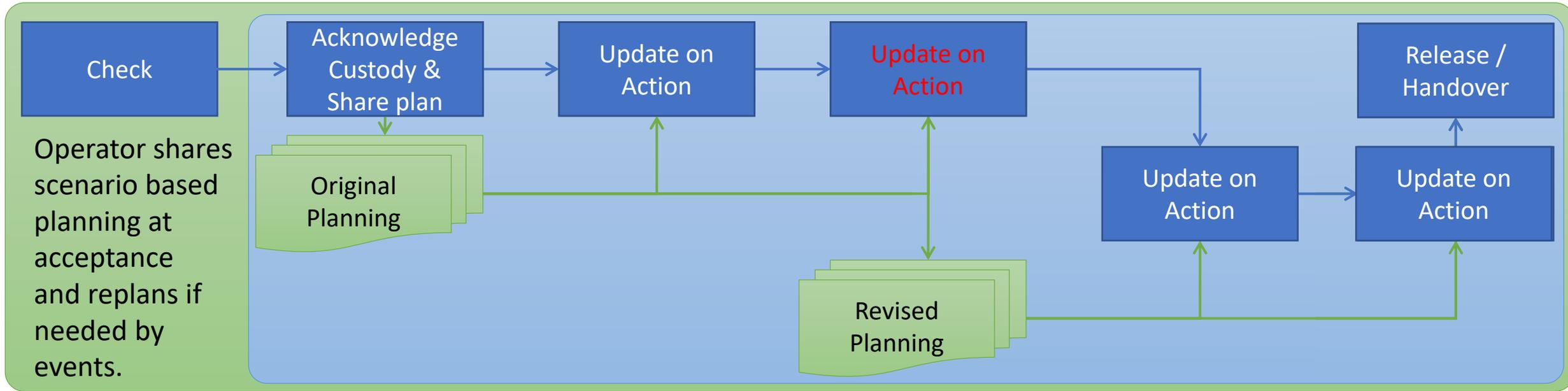
Either by Service pack or ad hoc.  
Pre-planning in ENCORE or other resource?

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





Every custodian communicates upward on planning, replanning and execution

