

Appendices

1. Interview Ger Kerkhoffs & Rob Schobbers

Date: 3/24/2022

Interviewer: Juan Sebastian Ballen Prada

Interviewee: Ger Kerkhoffs
Rob Schobbers

Department: Traffic

Ballen Prada, Juan Sebastian 11:03 AM

Good morning, Robin, here. Thank you so much for sparing the time for this recorded interview. Topics regarding processes at traffic department and interactions with expediting department will be discussed. Also, there are going to be questions about the usage of paper.

First, I'll like you to explain which is your role at the traffic department and at Boston Scientific.

Kerkhoffs, Ger 11:04 AM

No. Let me kick off. I'm. I'm Kerkhoffs working 25 years from Boston Scientific. Starting in the warehouse as an employee. Grew up as a shift leader, then as a supervisor for many years and the last seven years. I'm part of the traffic department, which is now the last three years as a lead.

Uh, so we are working for Johan Marissen, which is our manager and above Johan we have our new director, the Global Director of Transportation which is a Patricio Hoff. We're taking care of that the shipments to our DC's will be shipped and supplied confirming a shipping schedule.

Schobbers, Rob 11:05 AM

Well, yeah, my name is Rob Schobbers. I'm also working for the traffic department and also Johan Marissen and Patricio Hoff's are my leads as well, I'm working for 26 years for Boston Scientific.

I guess about 20 years for traffic department. I'm also starting in the warehouse as expeditor and finally end up at the Traffic department, which I like a lot.

Ballen Prada, Juan Sebastian 11:05 AM

OK. Thank you so much. Could you please explain what are the main objectives of the traffic department?

Kerkhoffs, Ger 11:05 AM

Now the purpose for traffic is they are responsible for creating the export documentation which is needed for processing our best way shipments. So, the Tier 2. Besides that, is also serum which state in cardiac rhythm management. The marketing shipments, the nonstop goods, and the capital equipment.

Besides that, we are doing express shipments to DC's or to Europe or whatever country we have. Of course, our dedicated transport and our dangerous good shipments and dedicated transport, which means that we are that we are 24/7 available to make sure that whenever patient will be in a table that they will get the stuff in time by creating that dedicated transport.

So that's more all in a nutshell. What we are doing.

Schobbers, Rob 11:07 AM

Nothing to add by my side.

Ballen Prada, Juan Sebastian 11:07 AM

OK.

Thank you.

Could you list the necessary daily task to accomplish these objectives?

Schobbers, Rob 11:07 AM

Uh, well, the daily tasks are preparing the shipments, the Tier 2 shipments. And that means if we starting to create a SAP list and when every that is done by the expediting team we starting to prepare the export documentation.

Well, that's that can be an invoice. It can be in a certificate of analysis. It can be a CMR the certificate of manufacturer and we also create a non which certificate.

Uhm, all depends on the requirements from the specific countries we are shipping too.

Ballen Prada, Juan Sebastian 11:08 AM

OK.

For the task mentioned above, which of them require the usage of paper and why?

Schobbers, Rob 11:08 AM

We can you reduce the paperwork by the preparing all the documents is required by the tiers like I just said invoices, required documents. So, all the paperwork is a more or less necessary to inform in this, in this case expediting or the tier 1 or a Tier 2 so the paperwork is necessary.

Kerkhoffs, Ger 11:09 AM

Yeah. Albert Roberts, right in this in this case.

And I think from the innovative point of view, we are able to eliminate, but for the time being it's a process as stated that we have SAP list which is on paper, invoicing which is used for customs

should be on paper, and all the applicable shipping document documents we just needed for Pacific country should be on paper should be signed should be stamped by our by our company, so there are some legalization which needs to be done. And uh, whereas paper used, but I'm sure we can, there are options to o eliminate some paperwork.

...

Kerkhoffs, Ger 11:12 AM

Yeah. The moment we are creating shipping documents, that's the moment then we are creating paper paperwork.

Which is needed for the time being.

Schobbers, Rob 11:12 AM

Yeah, and at this moment.

When we are also handling service complaints and we also use quite a lot of paper for that, but then?

By coincidence, a Birgit when she was sick, she created a new document which we can use to reduce the paper, so also for service complaints, we use quite a lot of quite a lot of papers.

Kerkhoffs, Ger 11:13 AM

And I think also for this here, Rob, you should give an explanation why our using that paper.

Schobbers, Rob 11:13 AM

Yeah, well, it it's for administrative activities. We can write down in to have a quick overview.

As so we print this service plane itself and then we write down some words or some things we need to handle, and Birgit now created a document which we can use on the computer and so not a hard copy anymore. So, but still we do.

Kerkhoffs, Ger 11:14 AM

So, in fact, Sebastian, you see that we try to be innovative to eliminate some paperwork and that's what the robbery said about Birgit that you want to create a digital document in order to make sure that we are eliminating those huge amounts of paper that we are using right now.

Ballen Prada, Juan Sebastian 11:14 AM

OK. Thank you.

Continuing with the next question.

Do you consider that they are correct that currently there are tasks that could be automated?

Schobbers, Rob 11:14 AM

We always consider, we are not busy with it right now to eliminate but, but it's wise to investigate if there are some activities to eliminate the paper.

It's wise to investigate.

We have nothing at the moment to reduce paperwork.

Kerkhoffs, Ger 11:15 AM

Just a small adding to this Sebastian. We are requesting an engineer just to see. Somebody, fresh wind coming in to Look at our process is in there from the engineering bar point of view we want to have somebody in who says OK what could we do to eliminate some process, which could be automated because at this moment we are working so long for the traffic department.

We are more less blind for all processes, so we try to be innovative. On the other hand, giving us an engineer should be a big help.

Ballen Prada, Juan Sebastian 11:16 AM

Perfect.

Would you consider that in the last years the workload for this department has increased?

Schobbers, Rob 11:16 AM

Yes. Uh, we can prove that by our traffic shipping performance file.

If you want to, I can provide you with snap of the last several years, but we have we it's visible in the in that file that we have grow every year, so for instance in 2019 we had 9019 shipments, the year later we had over 10,000 and the last year we had more than 14,000 shipments. So, there is there is there is a growth.

Ballen Prada, Juan Sebastian 11:17 AM

Approximately, which is the number of paper sheets used in one day just by this department?

Schobbers, Rob 11:17 AM

Uh, well, uh, I discussed this yesterday within the team, but we think it's an average, but we think it's about the 1000 or 1500.

Schobbers, Rob 11:18 AM

Yeah.

Yeah. And I think I discussed this within the team yesterday because it's difficult to say, but I think we think it's an average of 1000 or 1500 a day.

Ballen Prada, Juan Sebastian 11:18 AM

OK. Thank you.

Do you consider that there any possibility is to decrease the amount of paper used? Which ones could those be?

Kerkhoffs, Ger 11:18 AM

I'm just going back to that one. Of course, I'm looking again to the engineer point of view.

There should be a project in place. Uh, basically. I've also checked the Internet which could be a possible improvement between traffic and expediting, and there's more or less a system in place, they called "pick to light".

And that's all digital, which eliminates our sub list in the beginning.

In the morning when we the provide them the paperwork.

So that they can start preparing those shipments. We could eliminate that paperwork and start with a pick to light, but there should be a project that should be initiated by someone or an engineer or whatever. And this all stakeholders should be involved who are who are part of that process. So there definitely there are some improvements possible.

Ballen Prada, Juan Sebastian 11:19 AM

OK. Thank you both of you for your time. This is going to be useful for my paper research work.

And.

Maybe there are any comments or suggestions that jewel like to share?

Schobbers, Rob 11:19 AM

Well, yeah. What? What the hell just mentioned? It may be wise to come to set up a kind of meeting with all the stakeholders because then we can think about waste and uh or of paper that all the stakeholders, they should agree on changing a process. And so it's wise to uh, if we are talking about a change and process it is wise to ask all the departments involved and make a brainstorm session about changing the process with the intention of reduce paper, so that would be my suggestion.

Kerkhoffs, Ger11:21 AM

I have nothing more to add the Sebastian.

Ballen Prada, Juan Sebastian11:21 AM

OK, then thank you again for your time and I really wish you a nice day.