

Case Study: Merck Sharp & Dohme

Best Practice Technology

Merck Sharp & Dohme – Best Practice Technology

MSD's manufacturing plant in Ponders End, Middlesex, UK, is responsible for producing the bulk active pharmaceutical ingredients for some of MSD's major products. The site has been operational for over 100 years and became part of MSD in 1957. Since this time it has established a key role in the manufacture and shipping of its products to other MSD facilities worldwide. Interruption to their processes can have a major effect to supplying their internal customers and ultimately, the global market. By utilisation of best available technologies and the well-trained staff, MSD Enfield is able to support and sustain an effective business operation throughout the year. The site's management of safety has been recognised with a number of high profile industry awards.

The company's commitment to safety is reflected in the systems and procedures that it employs on a day to day basis. Operational Continuity Plans and Health & Safety Policies both

stress the need to ensure the timely response of crisis management teams in the event of any situation or emergency. Documented plans are regularly tested for effectiveness through the use of exercises and training programs, often involving many of the local services and community groups. EmergencyCall plays a key part in the emergency communications during both real incidents and planned rehearsals.

Merck Sharp & Dohme are part of one of the world's leading pharmaceutical organisations, with facilities located throughout the world. MSD rely on an effective and efficient supply chain, from research laboratories through to its manufacturing facilities, ultimately to timely distribution of its products to its customers.

At their Enfield based manufacturing facility, EmergencyCall is used to quickly and effectively alert key staff to any situations or incidents that might otherwise disrupt the smooth operation of the facility

MSD's Human Resource & Security Manager, says: "We have long recognised the need to use state of the art technology and systems that enable us to gain swift and effective control of any potential situations that could disrupt the normal operation of the business. EmergencyCall enables us to quickly mobilise support staff, without the need for numerous manual telephone calls. This is where it scores highly."

"EmergencyCall's appeal is that it can be configured easily by our end users. It does not require specialist technicians. Our system is now set up to identify the most appropriate group for the given incident, inform group members of the issue and then gather relevant data in response, in real time. This ability to capture details such as readiness to respond to a crisis and estimated time of arrival on-site was a key differentiator in us selecting this product for our specific needs."

Placing such confidence in EmergencyCall to assist in managing a very diverse set of situations means that the product itself must be reliable. "Criticall's functionality allows our site staff to focus their attention on other

aspects of command and control. It has proven itself to be robust and reliable. This is now an integral part of our site systems."

To find out more about how EmergencyCall can support your business-critical operations, visit us at www.criticall.co.uk.



criticall limited

3 chiswick park, 566 chiswick high road,
london, W4 5YA

tel: 0870 351 4908

fax: 0870 351 4907

web: www.criticall.co.uk

email: info@criticall.co.uk

Criticall Limited

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3 chiswick park,
566 chiswick high road,
london, W4 5YA

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