

Chapter 2

I. Personnel

The correct handling of products depends on people: that is why it is essential having sufficient **competent personnel**. The necessary number of employees is established on the basis of the volumes' number and the breadth of the activity. The roles and responsibilities of the employees who work in key positions are established in written descriptions of their tasks, which are collected in a **job description**. The personnel involved should receive the right training for their task, which is based on GDP. The training should include technical and operational aspects of special equipments such as: **active and passive containers, monitoring equipment and other equipments**. A **specific training** is necessary in case of people dealing with **dangerous goods or radioactive material**. It is also essential maintaining a database with all trainings recorded.

The responsible person should have appropriate competence and experience and he should be always available. He can delegate his tasks but not his responsibilities.

The responsible person should:

- **Practice his tasks in order to ensure that the logistic employee respect the GDP requirements**
- **Ensure the implementation and the conservation of the quality system**
- **Guarantee the initial training and the periodic training, through training programs**
- **Promptly stop shipments of medicines under quarantine**
- **Ensure that customer complaints are efficiently treated**

- **Verify that the suppliers, which the activities are subcontracted, have the GDP requirements**
- **Ensure the implementation of periodic internal inspections based on established programs**

2. The counterfeiting of medical products

The counterfeiting of medical products is a real risk: more than **ten percent** of the sold medicines all over the world is counterfeit. The consequences of medicines' counterfeiting can damage the patients' health and even kill them; in addition the distribution of counterfeit medicines, nullify any effort done to defeat diseases and it is also a risk for the health care systems. In order to prevent and fight the medicines' counterfeiting, it is necessary to avoid that not authorized personnel access to the areas in which medical products are held and also monitoring tampered shipments.

Hygiene is another key factor in the medical products' distribution: that's why it is necessary to follow some **established procedures** for the hygiene of the personnel, such as:

- **Do not eat nor drink beverages in the storage areas**
- **Do not smoke in the storage areas**
- **Observe instructions and signs**
- **Use the personal protective equipment and appropriate clothes**