

## Blog

# Clinical Trial Supplies... as easy as driving a car?

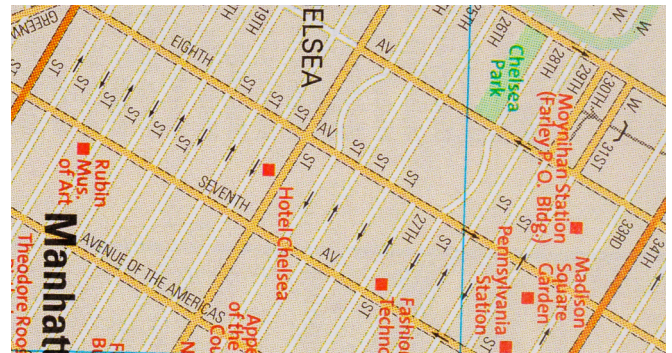
*Yussuf Goolam, President and CEO*



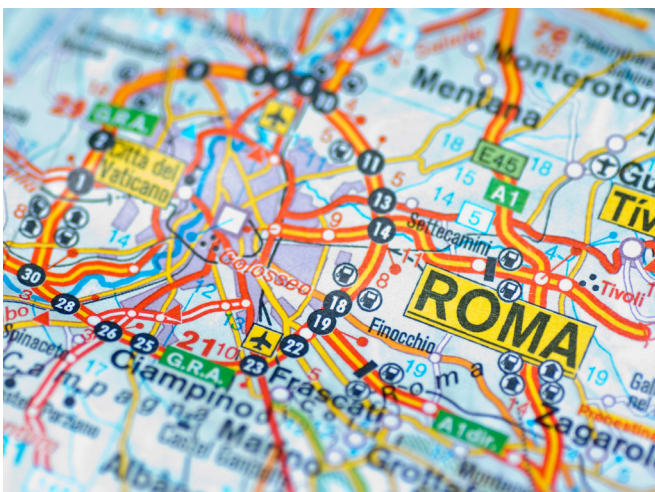
Over the years I have driven 1000s of miles in Europe and North America. One of the greatest pleasures during my trips is driving in major cities. At the risk of annoying my friends in Europe, (most) North American cities definitely have the edge here. Grid patterns in planned cities are a lot easier to navigate than the maze of streets in European cities that evolved organically over centuries.

So, what has this got to do with RxSource Clinical Services, or with clinical trial supplies in general?

I think of clinical trials as starting off like a well planned modern city grid. Of course we're not going to have to deal with inventory shortages, resupplies, expiry updates, new countries, import/export challenges. Everything will happen just as we planned it. Like driving around a US City – we know where we want to be, how we're going to get there and, allowing for traffic, how long it will take to get there.



Then reality kicks in... The unexpected happens and suddenly we're lost – we've taken a wrong turn and can't work out how to get back to the road we were on. The clinical team is in meltdown... "Where is our drug, we have patients arriving at the clinic today". Horns are blaring, just like driving around a European city. Technology isn't helping, the GPS isn't connecting with enough satellites – what you really need is a local who can direct you to where you want to go.



That's where RxSource can help. If you're experiencing a problem for the first time, it is likely our experienced team has seen it all before and can help you out. Clinical supply chains are our neighbourhood and we can direct you to where you need to go. Our Net Promoter Scores (NPS) of >90%, and our unrivalled levels of repeat business, illustrate that we help our clients out of even the most challenging situations. We are at a scale where we can quickly adapt to changes, helping our clients find the most efficient and compliant route to their final destination.

Our Core Values underpin this and are reflected in how we work with our clients, and each other... every single day.



### We Care.

- Passionate about our purpose
- Committed to what we do and why we do it
- Every action matters
- Driven by quality



### Achieve the Extraordinary.

- Continuously learning
- Challenging ourselves
- Ensuring the highest standards
- Going the extra mile



### We Not Me.

- We're one team
- Everyone has a voice
- Empowering each other
- Achieving excellence together



### Own It.

- Embracing change
- Focusing on the solution
- Accountable for our actions
- Doing what's right, not what's easy



### Be a Great Partner.

- To our clients, vendors and each other
- Commitments upheld, results delivered
- Service that drives remarkable outcomes
- Working collaboratively towards mutual success

We see our role as helping our partners navigate the challenges within the clinical supply chain, and to work collaboratively to develop solutions to get projects back on track. There are no 'One Way' signs in RxSource!

## Yussuf Goolam: President and CEO

18 years+  
Industry  
Experience

18 years+  
with  
RxSource



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