



SHAHEEN MEDICAL SERVICES

SHAHEEN FOUNDATION

PROFILE



Head Office Address: Shaheen Medical Services Opposite Old Air Port
Chaklala Cantt, Rawalpindi



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OVERVIEW

Shaheen Medical Services (SMS) was established in 1996 to fulfill the pharmaceutical and surgical requirement of Armed Forces and public/private sector. Since its founding, Shaheen Medical Services, has become one of the leading distributor of Medicines, Disposables & Surgical products in Pakistan. SMS has acquired direct/indirect distribution of 90 Multinational/National pharma companies and established country wide network of 30 pharmacies. With loyalty, dedication and ethical practices, SMS has been able to make footprint all over Pakistan, presently providing services to PAF, PAC, AWC, OGDCL, DGP Army, CMHs, DP Navy, DP (Air), MSDs, AFIC, AFIU, PIMS, Poly Clinic and HIT Taxila. The annual LP and Bulk business turnover is over PKR 5 Billion. This is manifestation of the confidence, trust and satisfaction in our services by our valued customers.

SMS Quality Management System is certified ISO 9000:2015, a registered member of Rawalpindi Chamber of Commerce and Industries (RCC&I), FBR, Export Promotion Bureau (EPB) of Pakistan and Director General Defense Purchase (DGDP).

QUALITY POLICY

Shaheen Medical Services is committed:

“To work in collaboration with our worthy partners, to provide high value and premium quality pharmaceutical products to our clients, in order to sustain long-term business relationship”.

MISSION

Gain trust of our valuable clients, with most efficient and ethical services, by providing quality pharmaceutical products with maximum shelf life procured from authentic sources.

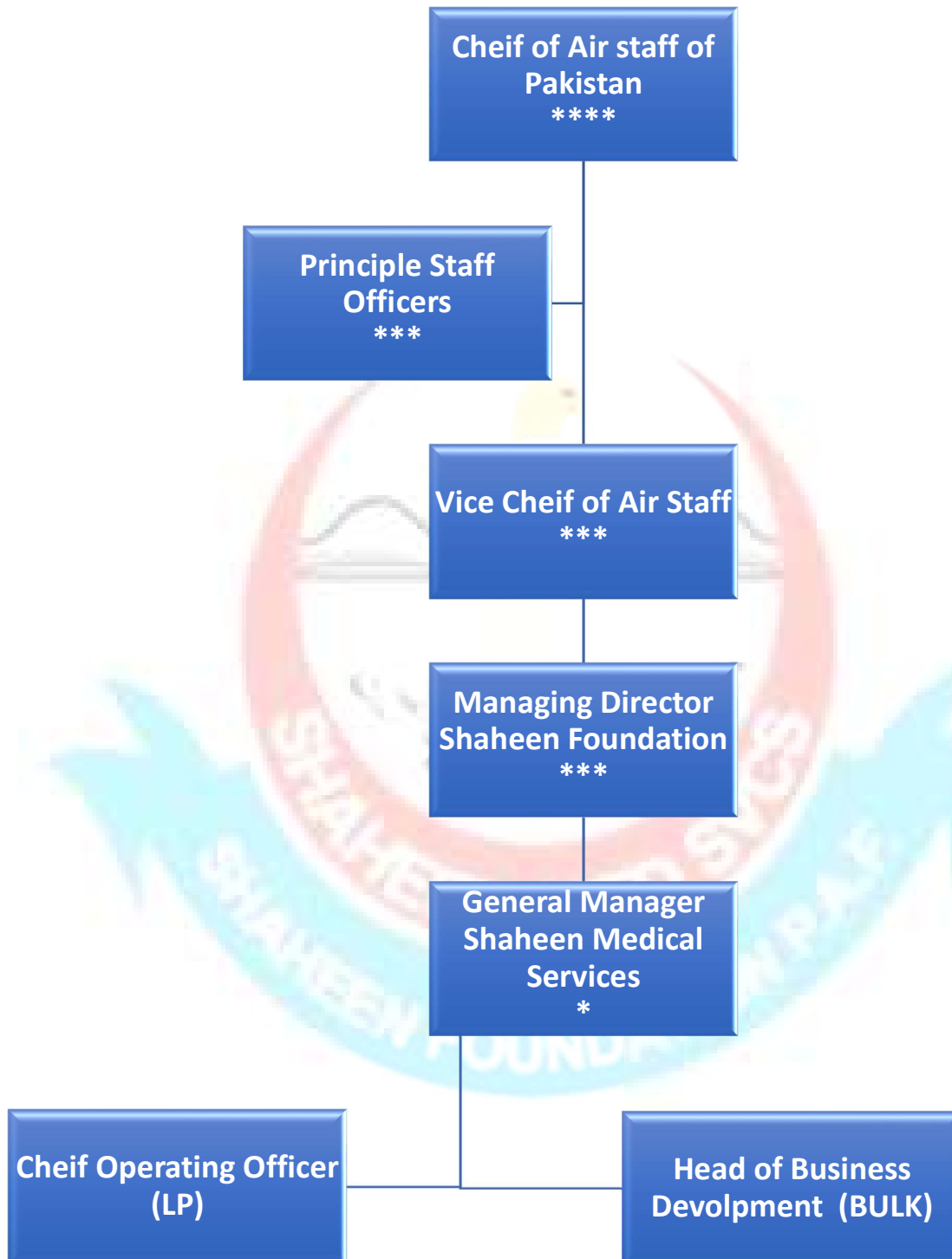
VISION

SMS is continuously striving to be recognized as a leading distributor of pharmaceutical products by focusing on efficient and ethical delivery of services.

GOAL

To work in collaboration with our worthy partners, to provide high value and premium quality pharmaceutical products to our clients, in order to sustain long-term business relationship.

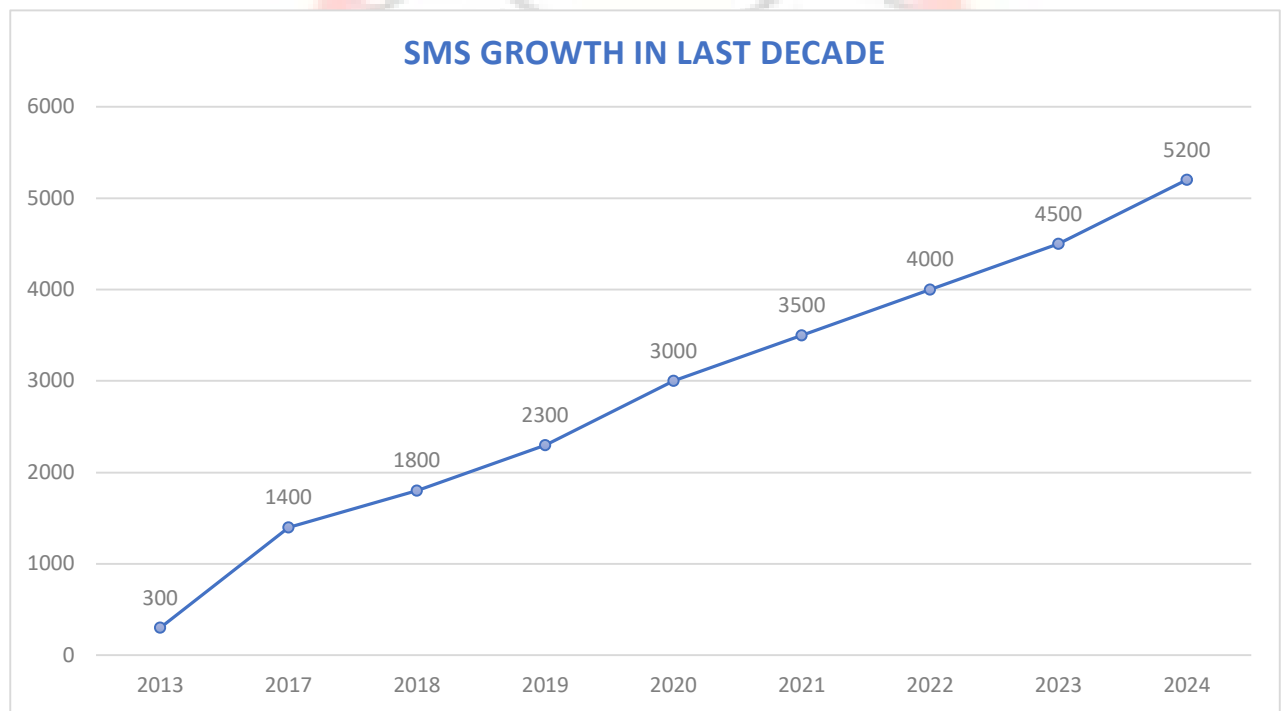
ORGANIZATION



SMS GROWTH HISTORY

Shaheen Medical Services has been able to make a footprint in pharma sector with punctuality, sincerity, honesty, loyalty, dedication, ethical practice, and positive attitude of our professionals. We provided the best possible premium quality products in pharmaceuticals sectors with quality, diligence and transparency. We are strongly represented all over Pakistan by services beyond the expectation of the customers.

By the Grace of Allah Almighty and efforts put in by the professionals is paying dividends, thus showing remarkable and continuous upward trend in business growth. This is also manifestation of the confidence, trust and satisfaction in our services by our valued customers.



REGULATORY COMPLIANCE AND LEGALITIES

All the regulations pertaining to procurement, storage and distribution issued by Federal Government and Provincial governments are followed in true letter and spirit. SMS has met qualifying criteria of following regulatory bodies: -

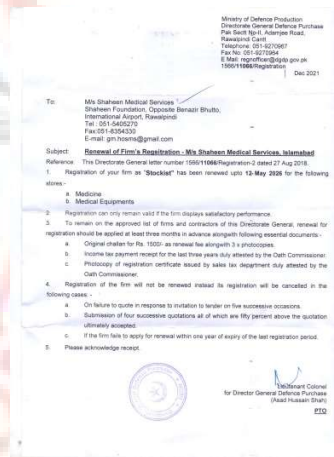
- a) Drug Sale License (Distribution/Retailer)
- b) DRAP Import License
- c) Chamber of Commerce and Industries
- d) DGDP (Ministry of Defense Production)
- e) Registration with Pak Navy (COMKAR)
- f) FBR Taxpayer Registration Certificate
- g) Professional Tax certificate



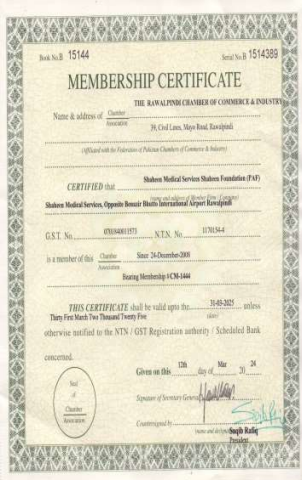
Distributor Drug Sale License



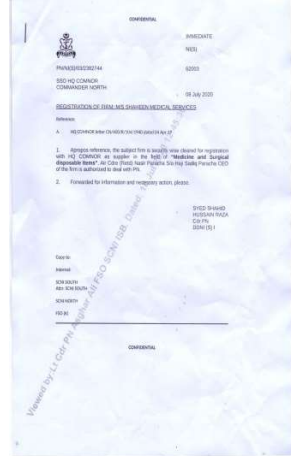
DRAP Import Enlistment



DGDP Registration



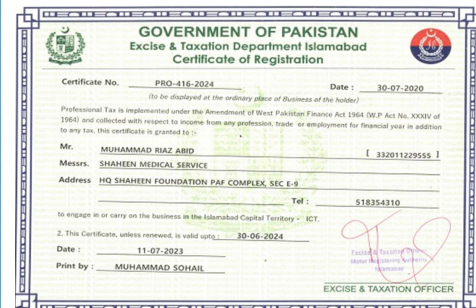
Chamber of commerce



Registration with COMKAR



Tax Payer Registration Certificate



Professional Tax Certificate

QUALITY MANAGEMENT SYSTEM

Shaheen Medical Services has acquired ISO-9001:2015 Certification after meeting prerequisite of Quality Management System (QMS).

Management System Certificate

Certificate of Registration



This is to certify that the Management System of;

Shaheen Medical Services

Airport Road, Opposite Benazir Bhutto Airport , Chaklala, Rawalpindi, 44000

Has been assessed and found in compliance with requirements for the standard below;

ISO 9001:2015
(Quality Management System)

For the Following Scope:

"Distribution of Pharmaceutical and Surgical Products."

Certificate No. PKIQS-Q11523035

Date of Initial Reg: 02/09/2022

Certificate Issue date: 06/10/2023

Certificate valid until: 10/10/2024



Authorised Signature

This certificate is valid subject to satisfactory compliance of annual surveillance audits, terms & conditions of agreement. This Certificate is property of IQS and may be returned on requirement/demand.

To check the validity and status of this certificate please visit <https://imperativeqs.com/verification/> using the unique certificate number.

Accredited By:
EUAS - Euro Universal Accreditation Systems
USA Address: 1401 Morris Road, Building 1, Suite 600,
Alpharetta, GA 30004, Georgia (USA).
Website: www.euas-ac.org



IMPERATIVE QUALITY SERVICES

WAREHOUSING

Warehouse plays an important role in a pharmaceutical business. The warehouse buildings of SMS protect the stored goods from the environmental influences and are strictly maintained under Closed-Circuit Surveillance. The Warehouses are capable to store medicines at desired temperatures and storage parameters as per Drug rules and DRAP requirements. Warehouses are under remote sensor technology, which ensures the sensing of temperature accurately and totally covered by modern fire alarm warning equipment.

SMS has established 02 strategically located state of the art warehouses to cater for needs across Pakistan by maintaining stocks of more than 3000 line items of medicines, surgical and disposables having value of around PKR 500Mil.

- 1. North and Centre:** - Northern and Central part of Pakistan is catered by the warehouse located at Opposite Benazir Bhutto International Airport Rawalpindi.
- 2. South:** - Located at Faisal, Karachi to take care of the requirement of Southern part of the country.



SMS PHARMACIES/ OUTLETS

SMS is supplying medicines through following Pharmacies across Pakistan: -

NORTH

- 1) Peshawar,
- 2) Badabar, Peshawar
- 3) Kohat
- 4) Risalpur
- 5) Minhas, Kamra
- 6) Chaklala Rawalpindi
- 7) E-9 Hospital Islamabad
- 8) PAC ,Kamra Attock
- 9) OGDCL set ups at
 - F-8 Islamabad
 - Blue Area Islamabad
 - Rawalpindi
- 10) Hassan Abdal

CENTRE

- 1) Sargodha
- 2) Mianwali
- 3) Sakesar Khushab
- 4) Lahore
- 5) Shorkot
- 6) THQ Fort Munro, DG Khan

SOUTH

- 1) Faisal, Karachi
- 2) Masroor, Karachi
- 3) Malir, Karachi
- 4) Korangi Creek, Karachi
- 5) Bholari Hyderabad
- 6) Jacobabad
- 7) Quetta



BUSINESS MODEL

Shaheen Medical Services is handling 02 types of business

1. Local Purchase (LP)
2. Bulk Tendering

1. LOCAL PURCHASE:

Local Purchase involves supply of medicines to the client on agreed discount %age on MRP for agreed time period. Currently, SMS is managing LP business of all PAF Hospitals and medical setups, PAC Kamra, LT Engg Hospital Hasan Abdal, and OGDCL Pakistan by establishing pharmacies/ outlets at their premises.

2. BULK TENDERING:

Bulk tendering involves quotation of rates by SMS with validity for agreed time period irrespective of MRP. DGP Army, DP Navy, DP (Air), PAF MSDs, PAC Kamra, AFIC, AFIU, PIMS, Poly Clinic, Islamabad and Navy Industries Taxila(HIT) are bulk business customers.

PROCUREMENT METHODOLOGY

Shaheen Medical Service ensures that medicines, surgical and disposable are procured through authentic sources in order to ensure efficacy for the betterment of patients. Therefore, stocks are procured either directly from Multinational/National manufacturers or through their authorized distributors.

S.NO	OEM	Direct from Manufacturer	Through authorized distributor	Total
1	Multinational	15	17	32
2	National	18	40	58
	Total	33	57	90

RELIABLE BUSINESS PARTNERS



Chas. A. Mendoza



SEARLE



VALUABLE CLIENTS

Pak Army (CMHs & DGP)



Pak Navy (DP Navy)



Pak Airforce (Hospitals, MSD & DP AIR)



Pakistan Aeronautical Complex Kamra



Air Weapon Complex (AWC) Hassan Abdal



Oil and Gas Development Cooperation Limited



Heavy Industry Taxila (HIT)



Pakistan Institute of Medical Sciences (PIMS)



Armed Forces Institute of Cardiology



Federal Government Poly Clinic Islamabad



FINANCIAL CAPABILITY

In FY 2023–2024, SMS conducted business of Rs 5.2 billion. A group of professionals with extensive training and understanding manages all financial matters at Shaheen Medical Services. Additionally, an internal audit team and reputable external audit firms conduct an annual audit of all transactions. The yearly growth of SMS, which has increased its revenue by more than ten times in the previous ten years, is another indication of its financial strength.

It is also important to take into account that Shaheen Medical Services employs use of an online payment module to ensure that all financial transactions are transparent and adhere to FBR regulations when conducted through an online channel.

SOURCE

Working at SMS is like being a part of an extended family. Our culture, our communication channels and people centered management policies make us one of the best organizations to work. Our congenial working environment and open channel communication foster creativity, responsibility and a sense of ownership in every employee.

SMS management consists of experienced and skilled professionals with distinguished career records. Their clear vision to the company's target and dynamic leadership is shaping SMS into a company capable of coping up with future challenges. The team spirit of the employees emanates essentially from their dedication and sincerity to the company's cause. Sharing knowledge, working together and harmonizing all tasks are some important aspects that SMS focuses on in regards

to its employees, thus striving in earnest to establish a corporate culture within itself.

SMS is committed to enhance the knowledge and skill of the company personnel through providing adequate training as per individual training needs and extending effective services to the customers in a timely fashion and cost-effective manner. Therefore, in the event of unusual circumstances, employee is guided by the best management practices and ensures that required services to the customers are rendered. In order to manage the affairs of SMS, more than 300 personnel of varying specialties like Medical Doctors, Pharmacists, Supply Chain Specialist, IT experts, Finance Specialist and Sales Personnel are working at various tiers.

DISTRIBUTION NETWORK

Distribution of stocks is managed by following the concept of First-in-First-out (FIFO) to retain the efficacy and quality of medicines. SMS is maintaining its own fleet of Cold Chain Vehicles fitted with temperature monitoring devices for distribution of stocks to country wide Pharmacies /Outlets. Moreover, other transportation means such as Air, Rail, Road and courier facilities are also utilized for this purpose.

INVENTORY MANAGEMENT SYSTEM (IMS)

Shaheen Medical Services is utilizing very robust, indigenously developed and customized online Inventory Management System with Realtime depiction of stocks in hand, in transit and on firm order. In case of non-availability of any stock due to overall shortage in the market, else in any specific region of the country. IMS navigates in identification of available stocks at sister pharmacies for issuance of Re-distribution Order (RDO) to address emergencies and routine

deficiencies. All transactions are traceable and records are maintained for five years.

IT COMPLIANCE

All SMS ware houses/outlets are IT compliant, having online user-friendly customized inventory management system (IMS) to monitor all types of stock transactions. In addition to this, Human Resource, Vehicle Management and Financial Management modules are integrated with Enterprise Resource Planning (ERP) of Shaheen Foundation.

CCTV MONITORING

All SMS pharmacies/outlets are equipped with CCTV Cameras and operations are being monitored centrally from Head Office.

Transport

Swift and smart delivery of medicine is ensured to all locations across the country with the help of SMS Mechanical Transport fleet fabricated adhering to DRAP Rules.

Type of Vehicle	Cold Chain Vehicles	Shehzore Truck	Suzuki Wagon R	Suzuki Cultus	Suzuki Ravi	Suzuki Bolan	Ambulance	Motorcycles
Qty	3	1	1	2	2	9	1	16

