



11th Annual  
**COLD CHAIN &  
TEMPERATURE  
MANAGEMENT**  
**Summit - CANADA**

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*Assistant Director of Cold  
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Georgia Tech

## The Coolest Research Team Around

**JP Emond, Director of Cold Chain Research, Georgia Tech & Melissa Germain, Assistant Director, discuss the human element in cold chain as well as the causes of temperature failure. Dr Emond is the CEO of Blueye LLC, while Melissa is CEO of The Illuminate Group.**

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### **Cold Chain IQ: What do you enjoy most about cold chain research?**

**JP & Melissa:** Conducting research in all areas of the cold chain industry gives us the possibility to improve the lives of everyone, since the entire population relies on an effective cold chain in daily life. The great challenge is since everyone is affected by cold chain, everyone is able to see if we are successful or not which motivates us to improve the industry everyday.

### **Cold Chain IQ: How important is the human element in cold chain? Are most personnel educated enough about the cold chain process?**

**JP & Melissa:** 90% of all cold chain problems are due to human error. Proper education goes beyond training employees to follow SOP's, they also need to understand how the cold chain is maintained through basic principles in order to make proactive decisions to improve their part of the cold chain. The majority of people do not understand heat transfer; they think the cold is moving when it is only the heat that moves. Cold is the absence of heat.

### **Cold Chain IQ: When there's a temperature failure, what challenges exist to determining what the actual cause of the failure was?**

**JP & Melissa:** The quality of data is critical to assess breaks in the cold chain. Having access to information about environmental and handling conditions is the base for determining the cause of temperature failures. Ideally, if we have access to a history of the product temperature it can be very easy to determine what went wrong based on ours years of expertise in analyzing product temperature excursions. (Editor: JP & Melissa will be go into more detail about this topic at the 11<sup>th</sup> Cold Chain & Temperature Management Summit: Canada)

**Cold Chain IQ: Can you discuss any new or emerging technologies that will have a major impact on cold chain effectiveness in the future?**

**JP & Melissa:** Technologies that better utilize the principles of heat transfer can be more efficient in maintaining the proper temperature while being lighter weight, more cost effective, and more recyclable. Any solution can be optimized without increasing cost.

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Interview conducted by Shawn Siegel

**JP Emond & Melissa Germain will lead the workshop “Common Mistakes Observed in Insulated Containers” at the 11<sup>th</sup> Cold Chain & Temperature Management Summit: Canada, February 25<sup>th</sup>-28<sup>th</sup> in Toronto. For more information or to register, visit [www.ColdChainPharm.com](http://www.ColdChainPharm.com) or email [info@iqpc.com](mailto:info@iqpc.com).**