



"Yesterday, the first patient was dosed in our **Phase 3 trial**, marking a very important milestone for argenx and all patients concerned. Thanks to the entire CSM team involved in reaching this, by **going the extra mile** with us and making sure the **IMP** was on site in time to make this possible."

Cassandra De Mynck, PhD, Principal Scientist CMC, argenx BVBA

"You treat your clients **like family**, not just another contract."

Sr. Manager, Global Clinical Supplies Planning & Systems, Global Pharmaceutical Company

"In a recent trial we experienced an **unforeseen challenge**: Our labels had to be reprinted and we were worried that this would push back our delivery to sites by at least 3 weeks. But thanks to CSM and their **On-Demand process** we were back on track within 48 hours."

Project Manager Operations, Global Pharmaceutical Leader in Oncology

"Thank you for your reliability and the **many years of outstanding service**. We trust that our upcoming studies will be in the best hands with CSM!"

Dr. Michael Zörer, Head of Clinical Operations, AOP Orphan Pharmaceuticals AG

"I want to thank you for the great cooperation and your **never-ending efforts** regarding our **global Phase II study**. Even in difficult situations and in case of urgent issues CSM is supporting us, always trying to find a solution."

Heike Schön, Clinical Research Consultant (external), Glycotope GmbH

"We sincerely appreciate your **efficient, gracious service**, the level of **detail** and **accountability** you have demonstrated and the way you conduct business as a whole. We couldn't have done our study setup and further maintenance without your **expert consulting services** and will continue to recommend your service within Octapharma for future studies. We're looking forward to continuing to work together!"

Romana Wesenauer, Head Clinical Supply Chain, Octapharma



"I had some expectations of CSM, but you **exceeded my expectations** as you have **amazing quality**. The SOPs are well-written, easy to follow, and easy to understand."

VP of Regulatory Affairs, Biotech Company

"I want to extend my **deepest appreciation for the support and help** that you have lent me on our Phase III project. Thank you for **taking the time** to promptly assist me with my many urgent requests. Without your help and timely guidance, I would not have been able to meet my study's timeline."

Sr. Clinical Data Manager, Pharmaceutical Company

"I've found **things go smoother with CSM** than any other distributor whom I've worked with. I've commended potential clients when they have indicated their intention to use CSM for their projects. Thanks for providing me with reasons to recommend CSM and being both **easy to work with and responsive**."

Service Leader, Randomization Systems, CRO

"We were **very impressed** with our visit to CSM's facility. It's not often that you leave an audit wondering what excuse you can have to come back. Usually you leave with a great deal of hesitation, but not with CSM. **Your team is awesome!**"

Chief Operating Officer, Biotech Company

"I would like to express our **sincere thanks** to your team for the **extraordinary work and dedication**. We would not have been able to meet our clinical program goal without CSM's **heroic effort**."

Vice President of Technical Operations,
BioPharma Company

"**Many thanks** to our project manager and the entire crew at CSM **for all your help during** this study drug lot exchange for our immunology study."

Clinical Research Associate,
Global Pharmaceutical Company

"The CSM team did an **awesome job** in turning around the labeling and shipment of the first order. Our company **truly appreciates** your flexibility and commitment in getting this study started! You have been **wonderful** throughout this whole process."

Sr. Manager of Clinical Development,
BioPharma Company

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