

PROJECT MANAGEMENT

Pharmaceutical Product Transfer - The Case Study

The Customer

Contract pharmaceutical manufacturing company with wide range of manufacturing capabilities and large number of new product transfers.

The Situation

The company recognized its growing win rate for pharmaceutical manufacturing contracts and the increased complexity and difficulty in successfully managing increasing numbers of product transfer projects. The customer had no formal process for managing these projects which often resulted in missed delivery targets, customer confidence issues, a low win rate for repeat work, and diminishing financial results.

The Strategy

The company recognized that in order to increase customer satisfaction levels, improve financial success, and increase competitive advantage, the present approach to managing the product technical transfer process would require significant improvement.

The newly designed product transfer management system would be designed to provide key information to site leadership and provide strong interface with other vital business processes such as:

- Sales and Operations Planning
- Bid and Proposal Activities
- Financial Forecasting
- Customer Reporting
- Human Resources and Recruiting

The Results

Using proven principles, a new system for managing product transfer projects was successfully designed and implemented. This new system is fully capable of supporting product transfer projects as originally intended. In addition, the system supports the bid and proposal process and projects dealing with development only.

This new system allows for significant business advantage to be realized. Integration with the Sales Process has provided an increased win rate of new work and an overall reduction in overhead resources required to produce a proposal and to launch a project. Reliable project data and metrics have allowed for improved analysis and reduction of actual costs, more competitive pricing, and an increase in significant process efficiencies. Consistent project management methodology allowed for a 20% reduction in project management headcount and a far improved utilization of available resources allowing for significantly more work to be delivered with no increases to staffing levels. Finally, improved delivery of product transfer projects resulted in increased customer satisfaction and extension of existing business relationships.

The company now is using a system that will afford it the opportunity to continue to grow and bring in additional work with confidence and to further its competitive edge within the marketplace.

The IMPACT Advantage

Impact Management Services led a group of internal staff members in the design and implementation of the new system. Our through knowledge of the industry, direct experience with product transfer management and knowledge of core business processes allowed for a rapid design and deployment, reliable implementation, and predictable results.

Impact Management Services has the expertise and experience to support a wide range of project types in a wide variety of ways from designing new project management systems, to auditing of existing project activities already underway, to consulting services on any and all aspects of the project management process. Our services are provided by seasoned professionals with practical industry experience, including pharmaceutical, and are designed to ensure the ultimate success of your business strategy.