

Discovery PK Process Assessment Leads to Strategy Roadmap

THE SITUATION

The Discovery PK group in a major pharmaceutical company saw continued increases in the volume of in vivo studies requested by research groups and they were struggling to keep up with the demand at the quality levels they set for themselves. Much of the process was held together by human capital moving data from system to system rather than automation. The company was looking for investment options to improve throughput, quality, and access to PK results.

THE SOLUTION

ResultWorks was contracted to assess the processes, the information flow, and the systems in use. The project team was comprised of researchers from discovery chemistry, biology, therapeutic specialty areas, compound management, bioanalytical, animal management, PK, and IT.

ResultWorks interviewed over 40 researchers at multiple sites to get a sense of the work flow and information flow. From these interviews, processes were constructed using business process mapping software. ResultWorks assembled a cross-functional team pulling from the above groups and then conducted a ResultSessionSM to refine processes and to identify opportunities that could improve throughput, efficiency, and quality. Considering the process changes and opportunities, desired future business processes and information flows were also designed.

Dozens of recommendations were identified including: straightforward process improvements, standardization of nomenclature and tools, system interfaces that would automate process steps, longer-term replacement systems, and repositories that would blend PK data with other relevant research data. The recommendations were organized into a process and technology strategy roadmap which covered strategic projects, short-term wins, and longer-term projects requiring more significant investments.

KEY BENEFITS

Strategy Roadmap: Assessing the processes, information, and systems enabled a strategy roadmap which encompassed actionable initiatives for research directly as well as technology investments to support business growth.

Cross-functional Collaboration: Since the process touches so many parts of research, it was critical to get perspectives from across the business. The cross-functional team devised solutions that would not have been possible operating from within their respective silos.

Visibility: The results highlighted the challenges faced across the organization and the options available for investment by senior management.

“This project is a prototype of the approach needed as we look at other areas of R&D.”

– Assistant VP of IT

For more information, visit our website www.resultworksllc.com or contact us at marketing@resultworksllc.com.