

Revolutionizing Supply Chains: A Roadmap to Automation and Agility

A global biotechnology company partnered with Syner-G BioPharma Group

to develop a strategic program aimed at transforming its global supply chain. The primary objectives of this initiative included the evaluation and selection of advanced supply chain planning solutions as well as the transition towards more mature processes and automation to streamline operations and enhance efficiency. Additionally, the client sought to establish standardized and predictable lead times while fostering greater accountability across their value streams.



To position the program for success, the Syner-G team initiated the project by establishing a robust governance framework, ensuring effective program oversight. Collaborating closely with their client, they outlined clear objectives and defined key activities necessary to steer the transformation program. This included conducting thorough planning workshops to guarantee alignment between program activities and the predefined objectives. They also developed nine distinct workstreams that encompassed various functions including demand management, inventory control, and demand forecasting, spanning both clinical and commercial supply chain domains.

After establishing the governance framework, Syner-G worked with their client's team to conduct an in-depth assessment of three advanced supply chain planning systems. They employed a data-driven approach, utilizing a scoring framework rooted in key selection criteria that included functional fit, technology requirements, biopharma qualifications, user experience, and product support. This method informed their recommendation for the system that best aligned with their client's user requirements. In addition to the system evaluation and selection, Syner-G also collaborated closely with their client to review and optimize their processes related to supply planning, master scheduling, Sales and Operations Planning (SNOP), Sales and Operations Execution (SNOE), demand planning, and Master Data Management (MDM), with the overarching goal of maximizing overall efficiency. As part of this effort, the Syner-G team also assisted in optimizing their client's organizational design and development by documenting employee roles and facilitating appropriate cross-training. These initiatives not only empowered their employees and enhanced their performance but also provided leadership with the tools to continue building a high-performing team.

The execution of this supply chain transformation initiative resulted in significant improvements across various aspects of the organization's operations. These improvements encompassed enhanced governance, increased visibility to master data, consistent reporting, improved stakeholder engagement, and seamless organizational change management. The organization realized significant cost savings of 5% by optimizing their inventory and reducing safety stock levels, resulting in savings amounting to millions of dollars. Forecast accuracy improved by 10% leading to better resource utilization and process enhancements resulted in a 20% reduction in planner hiring needs. The project also effectively addressed excess and obsolete (E&O) inventory management, improved visibility into production planning, increased maturity in their make-to-order processes and introduced a dedicated metric portal for tracking 12 supply chain metrics, further enhancing transparency and accountability.

By setting clear objectives, embracing automation, and actively involving key stakeholders, the organization achieved substantial cost savings, elevated operational efficiency, and enhanced forecasting accuracy. This project stands as a testament to the positive impact that strategic supply chain transformations can have on overall business performance, especially when teaming up with the right partner.