

Pharmaceutical Supply Chain Planning Design and Implementation

► CASE STUDY



HIGHLIGHTS

- **Created core design and implementation approach for the JDA Manugistics implementations**
- **Worked closely with client to develop templates, process flows, testing and implementation plans**
- **Created a train-the-trainer course that is still used today by the client**

CHALLENGE

A Fortune 100 global pharmaceutical company was implementing a global Supply Chain solution across all their markets and plant locations. The supply chain implementation was not progressing as efficiently as hoped, due to a lack of formal implementation documentation or methodology. The internal team had little experience implementing a supply chain application across the required scope. The requirement was to implement the solution at over 20 plant locations across North and South America, in addition to nearly 10 individual markets.

The client's management identified a need to involve outside resources to assist the team in organizing the implementations. Each plant and market required a separate implementation timeline and initiative, so the need for 'repeatability' by the implementation team was required.

APPROACH

Spinnaker was engaged to assist the internal team in creating a core design and implementation approach for the JDA Manugistics implementations. Spinnaker experts have over 50 implementations of JDA Manugistics amongst them so we have a unique ability to transfer this knowledge to the client. Our resources worked very closely with the client team to develop the templates, business process flows, testing approach, and implementation plans for a 'typical' implementation at a manufacturing location. These templates and plans allowed the team to mobilize into separate teams that would create the same result at various locations.

In addition, Spinnaker created a train-the-trainer course to first train the internal team on the JDA Manugistics application as it applied to the clients' business requirements.

Spinnaker is a global leader in supply chain consulting and execution services. We deliver supply chain excellence with world-class people, processes, technology and operational know-how.

Founded in 2002, Spinnaker operates on two guiding principles – measure our success by our client’s accomplishments and treat every situation with honesty and integrity. It’s from these guiding principles that Spinnaker has been able to achieve tremendous growth.

Spinnaker has worked with entrepreneurial start-ups to Fortune 100 enterprises in industries such as Energy/Oil & Gas, Consumer Products & Retail, High Tech & Semiconductor, Industrial Manufacturing, Medical & Pharmaceutical, and Telecommunications. We combine our vast supply chain and business process knowledge with industry best practices to deliver solutions that drive tangible results for our clients.

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This specific training program was used not only for the internal team to ‘brush up’ on their skills, but also used to train all end users at the various plants. It was then leveraged as the on-going training program by the client training department.

RESULTS

The ability to streamline and create an efficient implementation process was considered a critical requirement by the client. With fewer internal team members as well as fewer consulting resources, their team was able to implement JDA Manugistics in less time with increased consistency and reduced risk across their plants and markets. The savings realized from this increased efficiency were tremendous.

Spinnaker’s experience and ability to lead the supply chain design and direct the overall project allowed the client to repeat the implementation as many times as required. Knowledge transfer and training of our clients are key success criteria for our firm. Once our clients are self sustaining, which is in their best interest, Spinnaker’s involvement can be reduced if needed. The client team is now operating without external assistance; greatly reducing the cost of the project and therefore increasing their return on investment.

