



NETWORK AND SUPPLY STRATEGY

Sales & Operations Planning Process for Pharmaceutical Division

THE NEED

The client, a plasma based pharmaceutical company, wished to overhaul their planning process in order to ensure better alignment between their plasma collection division and demand from their downstream plasma fractionation sites.

Product supply was constrained by plasma collection so it was vital that plasma supply and fractionation organisations were aligned at all times, through the use of an efficient and fully aligned Sales & Operations Planning (S&OP) business process.

THE APPROACH

- Primecore's first step was to understand the key client User Requirements; they were defined and formally approved during a User Requirement workshop.
- A S&OP business process was developed using best practices and documented in an S&OP business process procedure; the process was cross checked against the User Requirements to ensure the business needs were met.
- Relevant tools were developed to enable the team to model the supply, demand & resultant inventory as well as highlight any key risks or opportunities.
- Relevant KPIs & metrics were established and summarized in a dashboard for the client's executive leadership.
- The new improved S&OP process was piloted first in parallel with the existing process and then established as the process going forward.

THE SOLUTION

- The client's team was coached in working in a much more structured and customer driven way, and in ensuring all planning assumptions were clearly discussed & aligned-on, and that key risks & opportunities were identified for executive leadership, with proactive risk mitigation strategies proposed for each risk.
- The new S&OP business process allowed the team & their executive leadership to make more informed decisions, and guide the franchise through a time of constrained supply.



THE RESULTS

- *This project provided the client a clear aligned & documented S&OP process that ensured alignment between plasma fractionation demand & plasma collection centre supply.*
- *The process ensured the client's executive leadership were aware of the key assumptions, risks & mitigating strategies.*

