

Lab & production services
Chemical Management

Success story

Global chemical sourcing

TIME LOST SUPPORTING CRO IN ASIA IS RECOVERED FOR RESEARCH

PROBLEM

Pharmaceutical companies are struggling to maintain competitive market advantages in the face of decreasing revenues and expiring patents. To increase productivity while reducing expenses during the early drug discovery process, a prominent Fortune 500 pharmaceutical company decided to outsource the synthesis of select novel small molecules to a contract research organization (CRO) in China. But the company's domestic project chemistry leaders continued to be heavily involved in the CRO process.

Six of the company's project chemistry leaders assigned the synthesis of drug candidate targets to 40 chemists at the CRO in China. While the cost of labor is less expensive in China, the chemical starting materials for drug candidates are often unavailable or very expensive overseas. As a result, the project chemistry leaders, who are PhD chemists, were spending a lot of their time on sourcing and purchasing needed starting materials for the CRO chemists and then tracking the chemicals to ensure delivery to China.

The company asked Avantor Services to assess its chemical sourcing process, with the objective of recovering time spent by its PhD chemists on supporting the CRO. This valuable time needed to be reclaimed for core scientific research and discovery.

An Avantor Services Business Process Consultant interviewed the company's six project chemistry leaders and used Lean methodology to assess the current process. The consultant determined the researchers spent 63.25 days per year, the equivalent of 25% of one PhD chemist's time, on procuring chemicals for the CRO. This involved contacting multiple vendors

CHALLENGE

PhD chemists from a top pharmaceutical company were spending too much time sourcing, ordering, and tracking chemicals for an overseas CRO

SOLUTION

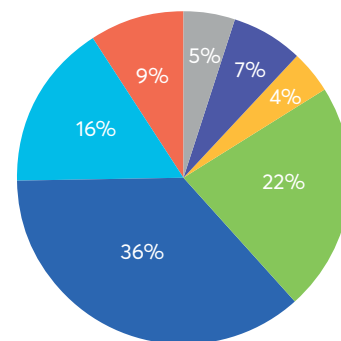
Avantor Services performs all necessary sourcing, ordering, and tracking of the chemical reagents.

RESULTS

The company's chemistry project leaders rededicated 63.25 days to driving scientific discoveries. The company saved \$46,842 in process savings and an estimated \$63,400 by avoiding unnecessary chemical costs.

Breakdown of 63.25 days PhD Chemists Consumed Purchasing Chemicals

- Identifying Needed Chemicals
- Chemical Database Searches
- Sourcing Chemical Suppliers
- Purchasing Chemicals
- Recording Chemical Orders
- Tracking Chemical Orders
- Resolving Invoicing Issues



and tracking the status of ordered chemicals. The consultant mapped the process and found the chemistry leaders were responsible for 24 steps, including chemical sourcing, ordering, and tracking, at an annual cost of \$46,842.

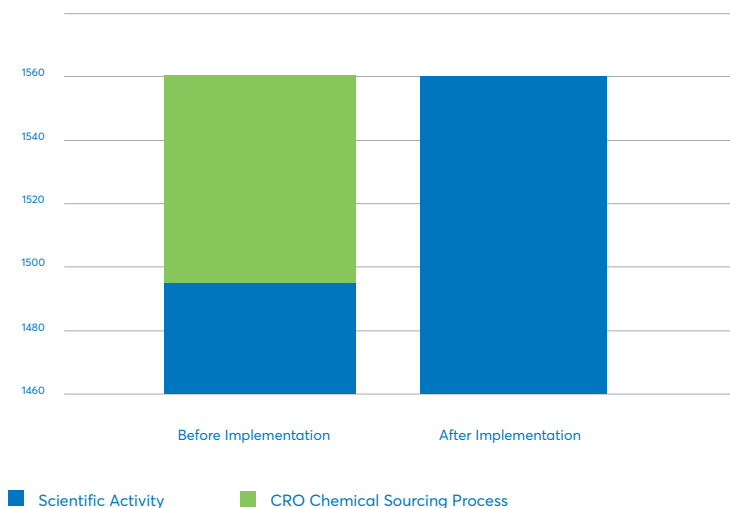
SOLUTION

The consultant recommended that the company assign chemical sourcing, ordering, and tracking — all responsibilities that had been taxing the project chemistry leaders — to an Avantor Services associate who was already providing onsite laboratory support for the company. As the one point of contact, the associate could perform 21 of the 24 essential tasks associated with procuring chemicals needed by the CRO chemists. The project chemistry leaders' time could be re-focused on driving scientific discoveries, including assigning the selected small molecules to the CRO chemists and solving synthetic setbacks.

RESULT

The pharmaceutical company agreed with the recommendation, and following implementation, the company saved \$46,842 in process costs and returned 63.25 days back to the project chemistry leaders. This time was rededicated to completing core research-related responsibilities and driving project advancement. The CRO chemists did not experience any negative changes in service levels. In fact, communication of chemical order status increased. The CRO chemists were enabled to plan more effectively and increase their outputs.

Time Recovered for Scientific Activity



Six PhD Project Leaders' Combined Research Days

Further, during the initial 12 months of service operations, the Avantor Services associate was able to find 3% of the requested chemicals at the company's local U.S. site. These containers were shipped directly to the CRO scientists, resulting in an estimated hard dollar savings of \$63,400.

Are your scientific resources being wasted on non-research activities?

Visit avantorsciences.com/lab-production-services or email services@avantorsciences.com for more information.

Avantor Services helps scientific organizations solve complex challenges, resulting in improved productivity, increased efficiency, and accelerated innovation.