



CASE STUDY

IDENTIFYING COST SAVINGS AND EFFICIENCIES



Synergy Scientific Laboratory Insourcing is a program that places our internally managed laboratory services team to execute a scope of work or a project directly at the client's site, using the client's laboratories and quality systems. We collaborate with clients as a strategic partner to understand their ongoing requirements, providing a more flexible and cost-effective route to putting in place teams of specialists that can help meet a scope of work or ongoing routine activity.

Identifying innovative working through cost savings and efficiencies

Brief

Working with a large multinational pharmaceutical company, Synergy identified cost savings by conducting an audit of all related laboratory tasks and activities. The results changed the way the teams were organised and performed activities.

By adopting our recommendations and introducing a new team structure with more efficient working practices, the client realised an estimated 20% reduction in workload, which resulted in a significant reduction in headcount. The audit also produced efficiencies which enabled them to cope with the anticipated increase in product testing and achieve better performance.

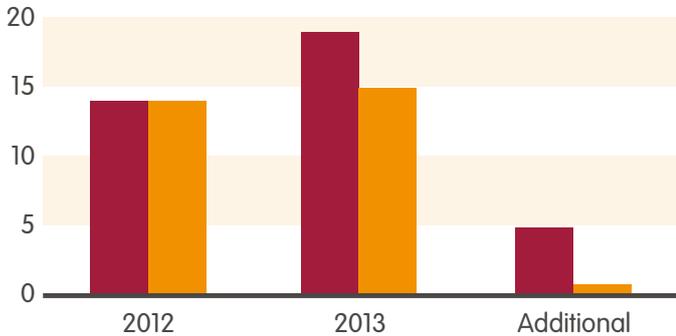
Synergy gathered historic and forecast data to anticipate the workload and demand on the laboratory team, ensuring they could fully maximise our recommendations and efficiencies.

We took existing and new processes into account to ensure our audit would cover a full spectrum of activities.

The key areas Synergy focused on were:

- Expected number of trials to be initiated
- New Out Of Specifications (OOS) procedure
- Efficiency savings
- Team structure and organisation.

We identified that there would be an 18% increase in workload for the team. Synergy's challenge was to ensure that by applying more efficient processes and procedures, the client could accommodate the future workload with a minimum additional headcount requirement.

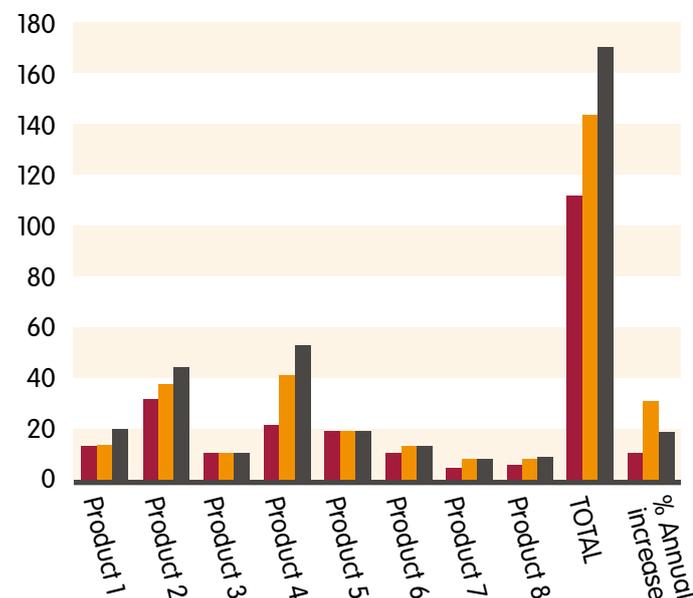


Audit Results

Synergy analysed all work areas, tasks and activities to identify costs and efficiency savings, presenting the following results:

Resources

- Estimated 20% savings on resources – from 19 to 15 FTE
- Accounting for anticipated 18% increase in workload in 2013
- Reduced additional FTE requirement from 5 to 1
- Included additional resource for new OOS process, not previously accounted for.



Key Performance Indicators

The table shows significant improvements on KPIs from 89% in 2010 to 99% for 2012.

Description	Target	Performance 2010	Performance 2011	Performance 2012
Samples tested	90%	89%	97%	99%
Samples reported	90%	98%	98%	99%

Standardisation of activities and more ownership from the team

Synergy implemented a new team structure which allocated areas of responsibility to each sub-team, with one leader for each activity. The leader takes responsibility for each activity throughout the laboratory and identifies best practices, ensuring each team member adheres to them. This reallocation of responsibility has handed team members more individual ownership, giving them greater personal and professional growth as well as the autonomy to implement continuous improvements during their day-to-day routine.