

Commercial and Clinical Program Management Support for a Mid-size Biopharma Company

INDUSTRY:



Life Sciences

PRODUCTS AND SERVICES:



Pharmaceuticals

BUSINESS TRANSFORMATION STORY & BUSINESS CHALLENGE

This mid-sized biopharmaceutical company is at the forefront of a transformative class of medicines, dedicated to addressing diseases with significant unmet medical needs. Over the past seven years, it has evolved from a pre-commercial organization into a rapidly growing, multi-product global enterprise.

With several products already on the market and a robust pipeline of emerging therapies, the company recognized the increasing need for expanded program management support. As new programs are introduced and the pipeline matures, maintaining alignment and coordination across teams is becoming a critical priority.

As a trusted, long-standing partner of Clarkston, the company sought program management support for a key Commercial program. The initial focus was on establishing consistent alignment sessions and fostering stronger cross-functional collaboration for the program. A Program Manager (PM) from Clarkston was brought in to lead these efforts—implementing regular touchpoints, streamlining program operations, and improving communication for two products within the program. A key deliverable in this phase was the creation of a shared dashboard to improve status and timeline visibility for product launches in new countries.

Following the success of efforts supporting the Commercial program, the PM was also asked to support a Clinical stage program that faced similar organizational and communication challenges. The PM began supporting the Clinical stage program for two additional products—introducing structured meeting cadences, improving movement of information, and creating tools that enhanced transparency and coordination.

For both programs, the PM played a critical role in drafting annual goals and supporting long-range planning. Custom dashboards, trackers, and timelines were developed to give stakeholders real-time insights into program status. Notably, for the Clinical stage program, key deliverables included an amendment tracker for clinical trial protocol changes and comprehensive planning timelines covering both short- and long-term milestones.

Ultimately, the PM served as a catalyst for change management across both programs and four products—improving communication within teams and with senior leadership, aligning cross-functional efforts, and helping each program stay on track. These contributions enabled smoother operations, more informed decision-making, and a strong, scalable foundation for future success.





PRIMARY OBJECTIVES:

- Support preparation for program governance, including meeting management (agenda, invitations, minutes)
- Support development of monthly updates, annual reports, and annual program goals process
- Update management for life-cycle management plans follow-up (tracker)
- Provide guidance for additional activities, including Global Brand Board planning process support
- Identify, resolve, and escalate risks and issues quickly and effectively

SOLUTION:

- Enhanced program documentation and meeting facilitation processes to improve overall organization and operational efficiency
- Fostered a more collaborative team environment, strengthening cross-functional alignment and enabling more informed, timely decision-making across the organization
- Designed and delivered tools to help stakeholders remain organized and up to date, including:
 - A dashboard for tracking global product launches
 - A clinical trial protocol amendment tracker
 - A product development closeout checklist
 - A planning timeline for governance and decision-making forums
 - A clinical trial status and detail dashboard
- Supported the Clinical stage program in identifying optimization opportunities to shorten timelines and updated the program plan to reflect revised strategies
- Led the development of annual program goals and ensured alignment among team members
- Created comprehensive transition guides and provided onboarding and training to incoming PMs to ensure continuity and sustained program success

KEY BENEFITS:

- Fostered a collaborative team culture and enhanced cross-functional communication to drive alignment and efficiency
- Facilitated consensus on optimized timelines and updated program plans to reflect strategic priorities
- Led the development and confirmation of annual program goals in partnership with key stakeholders
- Strengthened communication with senior leadership by delivering clear, timely program updates and insights
- Developed and implemented tools to support both current operations and future program scalability
- Established a strong foundation to ensure a smooth transition for new Program Managers

KPIs

- Managed program operations across 2 key programs (which included 4 distinct products), ensuring alignment and execution
- Collaborated with 40+ cross-functional stakeholders to drive coordination and progress across programs
- Developed 3 dashboards to enhance visibility for both program teams and senior leadership
- Built 2 tracking tools to monitor clinical trial amendments and support regulatory compliance
- Led the development and finalization of annual goals for 3 products across 2 key programs
- Conducted 5-year long-range strategic planning for a pipeline product to support future readiness
- Refined the overall program plan and optimized the product launch timeline to accelerate market readiness
- Created 2 comprehensive transition guides to support the successful handoff to incoming Program Managers