

Master Data Governance Strategy for an Emerging Biotech Company

The client, a therapeutics company, was preparing to launch their first commercial drug product. As part of their operational foundation, they wanted to create a data governance program, which would support data maintenance and data quality in their newly launched SAP system. The client was also looking to be able to scale for future system integrations and complex data needs to support international commercialization requirements.

The client engaged Clarkston Consulting to design an executable and scalable master data governance program (with an early focus on SAP master data) as well as provide change management support for the transformation.

Life Sciences Case Study

PROJECT OVERVIEW

INDUSTRY:



Life Sciences

PRODUCTS AND SERVICES:



Therapeutics

PRIMARY OBJECTIVES

- Design an executable and scalable master data governance program with early focus on SAP master data
- Strengthen organizational capabilities to maintain accurate master data
- Define guiding principles and policies across five key domains: data quality, data management, data acquisition, training & communication, and governance
- Establish a Data Governance Committee with defined roles
- Design a phased roadmap through 2027, integrating future domains and systems
- Support SAP implementation and product commercialization

RESOLUTION

- Developed a complete Master Data Governance Framework, satisfying both immediate and long-term objectives, including:
 - Governance process maps (top-down and bottom-up workflows)
 - An organizational model & role matrix, clarifying decision rights and accountability
 - Policies and SOP templates for data quality, data management, data acquisition, and training/communication
 - Guiding principles that aligned stakeholders on the 'why' and 'how' of governance
 - A systems roadmap identifying phased integration of SAP and other enterprise data domains
 - Change management and communication plans, complete with stakeholder analysis and training schedules
- Trained the client team and broader stakeholders on the impact and importance of strong master data governance programs for compliance, data management, data integrity, and eventual analytics and reporting

KEY BENEFITS

- Created a comprehensive plan that includes roles and responsibilities, timing, process recommendations, and a well-defined scope across data domains and systems
- Curated a training plan for rolling out a Master Data Governance Program, including a governing body and subject matter experts, all with clearly defined roles and responsibilities
- Developed a Data Governance Program that efficiently meets the client's needs in the near-term for commercialization while also creating the foundation for addressing future growth and complexity
- Established repeatable processes for data quality issue resolution and rule creation
- Delivered a roadmap through 2027 to guide future integration of systems and data domains



KPIs

The Data Governance Committee that was formed allowed for these KPIs to be measured and monitored:

- For program implementation, do people named in the data governance roles understand their roles and responsibilities?
- Are master data governance requests managed effectively and aligned with service level agreements?
- For broader organizational awareness, are people aware of the data governance program and its importance?

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