

Conducting a Biotech Logistics Process Assessment

Clarkston partnered with a leading RNAi therapeutics company to address fragmented, inconsistent logistics processes that could not scale with the organization's rapid growth. Through a comprehensive current-state assessment, Clarkston identified key gaps and redesigned the operating model to create a centralized, compliant Global Logistics function.

Streamlined workflows, clarified roles via a RACI (Responsible, Accountable, Consulted, Informed) chart, and SAP-enabled processes improved visibility, reduced risk, and aligned logistics operations with broader business objectives.

Life Sciences Case Study

PROJECT OVERVIEW

INDUSTRY



Biotech

PRODUCTS AND SERVICES



RNAi therapeutics

PRIMARY OBJECTIVES

- Understand and document current business processes associated with moving GMP materials across 25+ suppliers, Contract Manufacturing Organizations (CMOs), and warehouses
- Streamline personnel and processes in a proposed optimized, compliant, and centralized Global Logistics function
- Implement a compliant, optimized future-state process for moving GMP materials internationally

RESOLUTION

- Documented disjointed current-state process, roles, and gaps to uncover pain points
- Eliminated coordination and minimized hand offs across multiple parties to organize shipments
- Developed and conducted training on the optimized end-to-end process, highlighting the respective shift in roles and responsibilities in the future state

KEY BENEFITS

- Developed an optimized, compliant, and centralized Global Logistics function to manage current operations and support scalability
- Allowed for holistic tracking, monitoring, and optimization of logistics spending
- Increased visibility into end-to-end logistics processes



KPIs

- Conducted interviews with 26 stakeholders across 12 business functions to understand the current process, pain points, and gaps
- Built current-state process flows and consolidated 35 as-is maps to 5 future-state processes
- Collected implementation requirements and exceptions for 25+ sites (internal and external)
- Reviewed 30+ SOPs to consolidate logistics activities under 1 new, dedicated SOP
- Trained 22 leaders across 5 functions
- Trained 47 end users across 7 functions

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