RESOURCES

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Case Study: Merck | Driving Operational Excellence for EU FMD

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See why Merck's Center of Excellence implementation laid the foundation, from project to operations, for a smooth and efficient rollout of EU FMD compliance. Merck's poster, "Center of Excellence Implementation at Merck from Project to Operations," was one of 11 featured during FutureLink Barcelona's interactive Poster Sessions.



	Author(s): Manon Unterreiner, T&T Rafael Mendez, T&T Col		future link
usiness Challenge & Solution	Key Activities and Resources		
A complex Track and Trace landscape is emerging as T&T regulations are now and others are being published. Strong transition plan from Project to Operations becomes critical to ensure smu and efficient process. Solution statement: Creation of the Center of Excellence at Merck will provide operational support, build process around Track and Trace Operations, and act Single Point of Contact.	T&T Master data process Business Process and troubleshooting Creating a community of keyusers Alert management	Resources required • Compared to the system validated : no supply disruption • Compared to the system validated : no supply disruption • Respond to business needs whit tools for all activities • Control to the internal * Strift in internal * Strift internal * Strift in inte	Critical Success Factors • Structured resource group to respond to : • unlible Internal and External partners • complex systems linked to T&T (different ERP versions, RIMS, Artwork, MDGM, Custom Merck Serialization system)
Team	Outcomes		
CoE starting date : 01-Dec-2018 feams members have transitionned from Project team to CoE	Success Metrics : EU-FMD feedback • EU-FMD Alert reduction follow-up	Results & Feedback: EU-FMD feedback • Hypercare period ensured for 3 months	Business Benefits
Gert Vleugels, CoE Track and Trace Lead – background : T&T Project Lead Rafael Mendez, CoE W&D Project Manager – background : IT Business Archite Manon Unterreiner, CoE Lead Expert – background : T&T OA Manager 2 Accenture offshore ressources	IT Tickets tools Cicl Toration analysis (March - April 2019) provide removie	Alpert handling : Follow up with NMVS Batch reporting to EMVS follow-up after 09-Feb EU project closure included a feedback from EU more closure included and a feedback from EU Merck stakeholders involved in EU-FMD local implementation Result of the first HA inspection in EU without remarks on EU-FMD implementation	 Educate Local teams and create a community of users. Support model responding to Business needs. Interact with other Pharma companies to share and extend best practices.
Objectives	Recommendations		
"Grow the Core" "Improve Operations"	Advice	Lessons Learned	Next Steps/Improvements
"Deliver Launches" "Shots on goals" Autor that and the second s	Communication to Management. Sharing best practices : between Packaging sites (packaging, labeling, validation activities)	 Early establishment of a Support Model capable to answer quickly to business needs. Continue a close follow up on future regulation landscape 	Capitalize on EU-FMD experiences for other T&T implementation (Ex: feedback on the use of scanners)
Are tion consumers	Between Affiliates (batch release with T&T, rework possibilities at local level) Multiples training sessions		Integrate T&T activities into already existing process (ex: master data management) Use T&T as a way to build knowledge on our supply chain activities and timelines

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