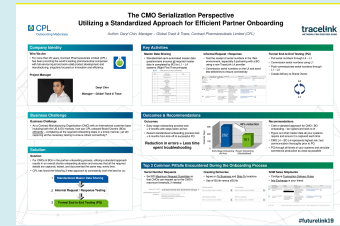




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Case Study: CPL | The CMO Serialization Perspective—Utilizing a Standardized Approach for Efficient Partner Onboarding



As a contract manufacturing organization serving pharmaceutical companies in the US and European Union, Contract Pharmaceuticals Limited (CPL) has found that onboarding brand owners in an efficient and timely manner can be a challenge. Read the company’s FutureLink Nashville case study poster and watch this quick video to learn how CPL implemented a three-step process that makes partner onboarding simpler and easier for all stakeholders.



The CMO Serialization Perspective Utilizing a Standardized Approach for Efficient Partner Onboarding




Author: Daryl Chin, Manager – Global Track & Trace, Contract Pharmaceuticals Limited (CPL)




Company Identity

Who We Are

- For more than 25 years, Contract Pharmaceuticals Limited (CPL) has been providing the world's leading pharmaceutical companies with full-service liquid and semi-solid product development and manufacturing, singularly focused on innovation and efficiency.



Project Manager




Daryl Chin
Manager – Global Track & Trace

Key Activities

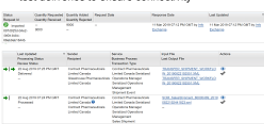
Master Data Sharing

- Standardized semi-automated master data questionnaire ensures all required master data is completed by BO for L1 – L4 systems (Right First Time principle)




Informal Request / Response

- Test the receipt of serial numbers in the iTest environment, especially if partnering with a BO using a non-TraceLink L4 provider
- Commission serial numbers on the UI and send test deliveries to ensure connectivity



Formal End-to-End Testing (PQ)

- Pull serial numbers through L4 – L1
- Commission serial numbers using L1
- Push commissioned serial numbers through L1 – L4
- Create delivery to Brand Owner



Business Challenge

Business Challenge

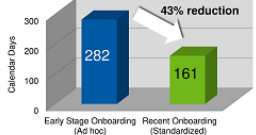
- As a Contract Manufacturing Organization (CMO) with an international customer base including both the US & EU markets, how can CPL onboard Brand Owners (BOs) **efficiently** – completing all the required onboarding steps in a timely manner, yet still capturing all the necessary testing to ensure robust connectivity?

Outcomes & Recommendations

Outcomes

- Early stage onboarding process took > 9 months with steps taken ad hoc
- Recent standardized onboarding process took < 6 months from kick-off to successful PQ

Reduction in errors = Less time spent troubleshooting



Recommendations

- Craft a standard approach for CMO / BO onboarding – be vigilant and stick to it!
- Figure out what master data all your systems require and ensure it is captured each time
- CMO L4 – BO L4 represents highest risk; test communication thoroughly prior to PQ
- PQ through all levels of your systems and simulate commercial production as close as possible

Solution

Solution


- For CMOs & BOs in the partner onboarding process, utilizing a standard approach results in an overall shorter onboarding duration and ensures that all the required details are captured, tested, and documented the same way, every time.
- CPL has found the following 3-step approach to consistently work the best for us:

- Standardized Master Data Sharing
- Informal Request / Response Testing
- Formal End-to-End Testing (PQ)

Top 3 Common Pitfalls Encountered During the Onboarding Process

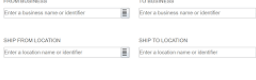
Serial Number Requests

- Set BO **Maximum Request Quantities** so that CMOs can request up to the CMO's maximum threshold, if needed



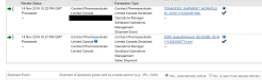
Creating Deliveries

- Agree on **To Business** and **Ship-To** locations
- Use of GLNs versus sGLNs



SOM Sales Shipments

- Configure **Transaction Delivery Rules**
- Info Exchange** is your friend



#futurelink19

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Case Study Serial Number Manager Manufacturing United States, European Union

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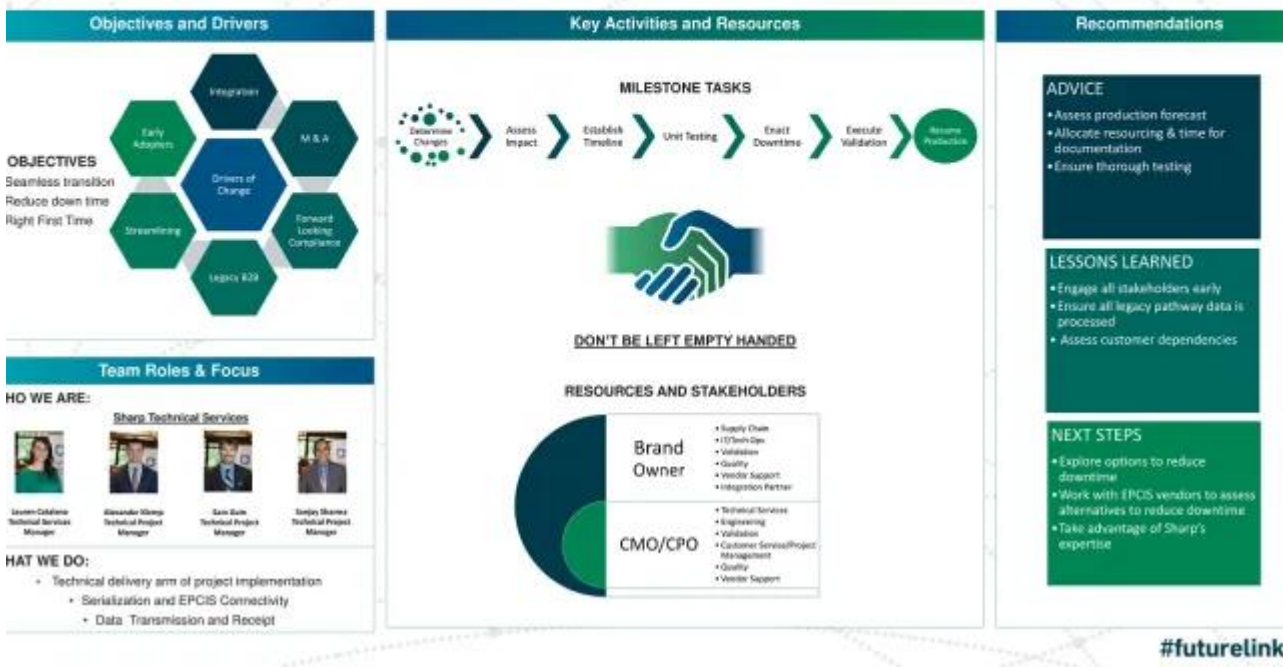
EPCIS Connection Changes post Go-Live

Lauren Catalano – Technical Services Manager



Business Challenge & Solution

Changes to established EPCIS connections is becoming more prevalent, especially for companies like Sharp functioning in the CMO/CPO space. Technical complexities related to pathway connection changes, present the added challenge of reducing the impact to daily production activities. Following a smooth and unified transition to the EPCIS of choice, while working within the boundaries of business constraints is key.



Case Study: Sharp Packaging Services | EPCIS Connection Changes Post Go-Live

See how Sharp Packaging Services overcame EPCIS change management challenges in the pharma supply chain with TraceLink's help.

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DSCSA Product Investigation, a Compliance Solution

Authors: Julie Malone, Regulatory Affairs Manager and Scott Lushko, Senior Systems Analyst

BUSINESS CHALLENGE & SOLUTION

Challenge: The Drug Supply Chain Security Act instituted regulations surrounding suspect and illegitimate product investigations involving authorized trading partners. These types of investigations can result in miscommunication, lack of urgency, and longstanding repository issues.

Solution: A formalized solution is necessary for conducting a suspect product investigation providing structure and tangible proof if requested by the FDA, other regulatory body, or law enforcement official.

TEAM

- Julie Malone, Regulatory Affairs Manager**
- Scott Lushko, Senior Systems Analyst**
- Robby Shelow, Director of Customer Service (Retired)**
- Tim Robison, Customer Service Manager**
- John Sellers, Inventory Manager**
- Mike Gonsman, Warehouse General Manager**
- Tom Donahue, Director - Category Management**
- Terri O' Donald, Controlled Substance Compliance Manager**

OBJECTIVES

- A single point of contact to begin an investigation.
- Ability for key stakeholders to receive alerts across devices.
- Coordinated execution for a timely investigation across multiple departments.
- An urgent and accurate process.
- A single source of investigation documentation, readily accessible for an audit.

KEY ACTIVITIES AND RESOURCES

High Level Workflow



- Summary**
- Initial workflow and updated.
 - Single point of contact.
 - Permit team to communicate online and obtain system for Inventory Control and Category Management online investigations.
 - Inventory Control and Category Management collaboration and central task to customer service that triggers and updates if required.
 - Digitized workflow to customer, alerts are clear.
 - Provided customer is contacted, the regulator, responses captured by email and a workflow is created to document and follow-up and update appropriate, notified.

Screenshot of Initial Form



Screenshot of Email



Resources Required

- Daily email alerts to structure process flow.
- Dedicated hardware, 150 hours over a period of 8 months including management, training, testing and ongoing reports.
- Licensed cloud technology.

Critical Success Factors

- Follow-up and consistent leading to be clear in next email.
- Good user efficiency of the system for workflow database user.

OUTCOMES

Reporting on Investigations

Managers have access to review current and past investigations using one of our reporting engines.

Provides a link to review details, quick view to status, customer identification, and the support specialist involved.

Investigation ID	Customer	Status	Created	Updated	Assigned To
1001	ABC Corp	Open	2023-01-15	2023-01-16	John Doe
1002	DEF Inc	Closed	2023-01-10	2023-01-11	Jane Smith
1003	GHI LLC	Pending	2023-01-12	2023-01-13	Mike Johnson
1004	JKL Co	Open	2023-01-14	2023-01-15	Sarah Lee
1005	MNO Ltd	Closed	2023-01-08	2023-01-09	David King

Results and Feedback

- Increase in response time results on a consistent approach from a staff perspective.
- Although these investigations should be clear, we are still the reality.
- The ability to track the response to an investigation and conduct a good review allows for corrective action.

Business Benefits

- Clarity in DSCSA product investigations from a customer reporting perspective.
- Accurate and consistent ability to run a DSCSA product investigation.
- Ability to provide excellent customer service for all individual trading partners concerning a suspected DSCSA issue.
- Ability to track supplier following.

RECOMMENDATIONS

Advice:

- Involve and role of Regulatory Affairs in technology solutions.
- Clearly defined team and solution pathways.
- Ownership in the process but with the tool.

Lessons Learned

- Building a solution is a process.
- Training is important, including skills and a documented user guide.
- Leverage what you have.

Next Steps:

- Launching 2.0 (Additional online technology solutions).
- Regulatory will continue to evolve, so future updates will occur.
- New technology needs and tools are always only a click away from the future.

Case Study: Value Drug Company | DSCSA Product Investigation—A Compliance Solution

See how Value Drug Company standardized the process for illegitimate and suspect product investigations for DSCSA compliance.

[View More](#)



Case Study: PharmaLink | Closing the Gap on Cradle-to-Grave Traceability via Reverse Distribution and EPCIS

Learn how pharma returns specialist PharmaLink increased pharma supply chain security by combining decommissioning and secure product disposal.

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