Success story

CHALLENGE

Associates at a top-15 biopharmaceutical company were spending thousands of hours per year in the management of warehouses and experiencing a decline in process and compliance. At the beginning of this partnership, one GMP warehouse was handed over to Avantor Services for management. This warehouse provided services such as inventory management, receipt of consumables and receipt and shipping of finished products and active pharmaceutical ingredients (API). Avantor's success in the management of this GMP warehouse resulted in the company handing over for management a second warehouse—a chemical stores warehouse that was suffering from compliance issues.

SOLUTION

The challenges the customer faced produced a variety of considerations for Avantor. Maintenance of GMP and SHE compliance, in addition to the management of change and deviations, was a high priority. However, Avantor also identified needs for staff retention and recruitment, which necessitated training and improvement of morale. Additionally, the management team would need to develop relationships with stakeholders invested in the warehouses' functions.

Avantor took a measured approach, working within the existing quality management system (QMS), to ensure a smooth transition. This consisted of:

- Understanding the needs of the facility management roles
- Retaining the company's existing staff
- Instating a quality associate to ensure overall compliance
- Preserving existing procedures and processes, creating new procedures when needed
- Training for deviation and change management to manage internal quality issues

CHALLENGE

Warehouses were experiencing declines in compliance and degradations of process, costing thousands of hours per year.

SOLUTION

Avantor deployed a management team that effectively integrated with the customer's existing operations teams to ensure compliance and retain staff.

RESULTS

Compliance and hours released have increased since the beginning of the partnership. The customer has seen no overdue deviations since 2018, and over 20,000 hours have been released as of 2020.

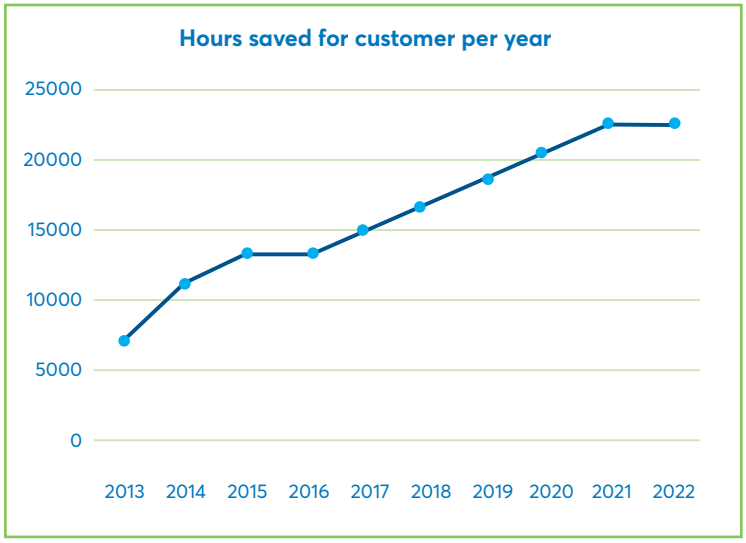
"Avantor GMP Warehouse team is fully integrated into the operational teams on campus, the team takes accountability for the tasks that they perform and consistently delivers to time and quality. The values and behaviors demonstrated by the team mirror those that are expected on site, and this has resulted in great partnership being formed"

– Facility management supplier relationship manager

Avantor Services

- Ensuring GMP compliance by handling documentation, procedures, facilities, and critical instruments
- Introducing area safety representatives
- Maintaining known consignor status

Avantor's team is fully integrated into the operational teams on the customer's campus, resulting in a productive partnership founded on shared values and goals. Avantor's management of the two warehouses included documentation updates and deviation and change management, allowing the customer more time to concentrate on scientific development and manufacture.



RESULTS

While retaining staff, Avantor was able to ensure GMP compliance, consistently improving compliance over time. The warehouse has not seen any overdue deviations, CAPAs or change controls since 2018. Additionally, Avantor has released thousands of hours for the customer to apply toward scientific endeavors and manufacturing. In 2013, Avantor released 7,592 hours, and this number has grown to almost 23,000 hours per year as of 2021.

Additionally, the team has ensured no overdue deviations, corrective and preventative actions (CAPAs) or change controls since 2018. These results have allowed for an expansion of the scope of work within the GMP warehouse, and the team has grown exponentially to service commercial products from all manufacturing areas on site. Today, Avantor remains a trusted partner on site and is at the forefront of regulatory inspections.

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