



# Operational Excellence

Achievable. Affordable. Sustainable.

Tunnell Consulting's OPEX approach offers pharmaceutical, biotechnology and other life sciences firms a multi-dimensional, high-performance injection that goes to work immediately to combat operational variation, high costs and inventories, capacity shortfalls, and customer service backlogs.

Spurred by some 45 years of on-the-floor experience with America's finest firms, and driven by the combined knowledge of respected, senior-level professionals – Tunnell delivers sustainable organization-wide solutions that match each client's unique goals and that quickly become self-funding through extensive bottom-line savings. Project by project, we answer the industry's urgent demand for the best practices that deliver reliable supply at the lowest inventories, enhanced regulatory compliance and superior profitability.



## Tunnell Consulting

the Right People

the Right Track Record

for the Best Practices You Demand.

## Operational Excellence is:

### Achievable

#### Our projects transform.

In just 9 months, we dramatically transformed a global manufacturer struggling to successfully launch a \$1 billion blockbuster biopharm product. Production capacity doubled, batch record review cycle time was cut in half, yield climbed 20%, and the client netted a 10-fold ROI on its partnership with us.

### Affordable

#### Our projects pay back big.

Like the \$22 million in bottom-line savings at the Puerto Rico facility of one world leader plagued by product variation and waste. Manufacturing capacity soared 40%, on-line metrics boosted operations production 125%, drying cycle times dipped 50% – all eliminating the need to invest \$12 million in new facilities.

### Sustainable

#### Our projects build your future.

Knowledge transfer is built into every single Tunnell project – knowledge from best-in-the-business professionals like nationally-known Ron Snee, Ph.D., author of 3 highly-rated Six Sigma books, and winner of the American Society for Quality's Grant and Shewhart Medals. We leave you ready to build on excellence.

We start with a comprehensive assessment that reveals operational gaps – and then close these gaps by integrating the best tools, methodologies and strategies to deliver robust manufacturing, an optimal supply chain, and . . .



## your best OPEX performance

### ▶ Advance Leadership Capabilities

We develop an organizational leadership equipped with a common knowledge and shared understanding of the essential qualities of OPEX, and implement specific training in gap areas such as opportunity identification and goal setting, decision-making and strategizing.

### ▶ Establish Performance Metrics

We help leaders define a dashboard of process, business and cultural parameters, such as inventory turns, variance investigations and cost of goods (COGs), to establish a system for monitoring and controlling these parameters for ongoing operational progress.

### ▶ Secure Organizational Alignment

We support organizational restructuring essential for the proper management of manufacturing and supply chain improvement activities, and evaluate any gaps that exist in staff positions and performance capabilities that would hamper flow, speed and cooperation.

### ▶ Enhance Manufacturing Capability

We use our proprietary tool, Process Capability and Control (PC&C), to fully characterize the critical variables in key processes, and then control these variables, thus boosting right-first-time success, yield and reliability.

### ▶ Implement Lean Six Sigma

We institute ongoing root cause analysis and streamlining techniques that reduce variation, decrease inventory, shorten lead times, boost capacity, speed time-to-market, and deliver big bottom-line savings that serve as the backbone of continuous improvement efforts.

### ▶ Develop Staff Effectiveness

We create cross-functional training strategies that break down silos, increase problem-solving success, and provide the technical skills and practical knowledge demanded for greater on-the-job effectiveness and higher GMP compliance.

### ▶ Create a "Can Do" Culture

We define recognition and communication strategies that continually reinforce OPEX behaviors, that bring an understanding of balance between cultural, process and technical issues, and that powerfully position the organization as a "Can Do" OPEX culture.

### Our Clients Include:



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