



# Life Science Operational Excellence: Putting Patients First

Since operational excellence first entered the life sciences industry, companies and consultants alike have narrowly identified it with cost reduction. At Tunnell Consulting, we believe that operational excellence starts with the end in mind: improving the lives of people who use biopharmaceutical products.

That's why we first ensure that a process is effective and then we turn to efficiency. Working with our clients, we implement sustainable improvements that get new products to market faster and safeguard reliable supply. The benefits of this approach then follow: competitive advantage, greater productivity, improved quality and compliance, and increased revenue and profits, providing value to all stakeholders.

## Establishing the Right Priorities

Whether you have an established operational excellence program, need to create one, or are targeting a specific problem in your company, our highly skilled scientists, statisticians, process engineers, and Master Black Belts help make sure you can achieve your goals. Providing relevant industry best practices and state-of-the-art OPEX consulting methods, we work collaboratively with you to:

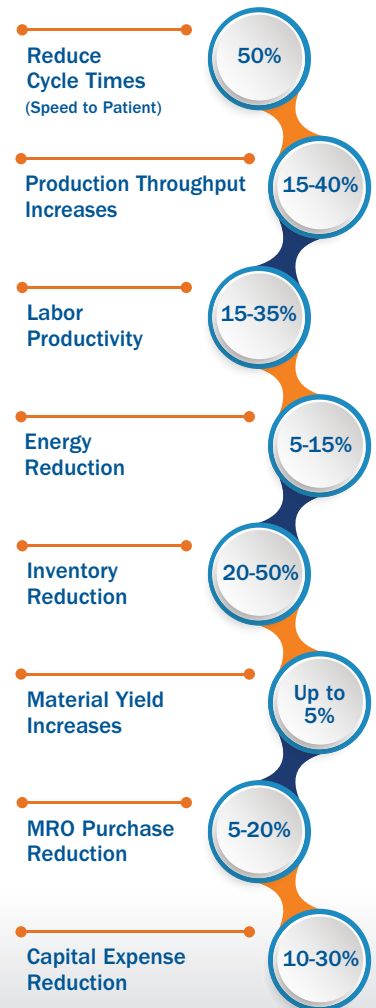
- Conduct a short assessment** → To identify key gaps/uncover opportunities to improve performance
- ID root causes of problems** → In order to get long-lasting results and develop sustainable solutions
- Prioritize gaps/opportunities** → To align leadership around solutions that will meet your goals
- Implement solutions rapidly** → To get results quickly and build momentum
- Transfer skills to your staff** → So that your company can sustain those solutions

## Leverage Unmatched Depth and Breadth

To each unique client challenge, Tunnell Consulting brings an unmatched combination of deep technical and operations experience in life sciences, Lean Six Sigma expertise, and change management knowledge. Drawing on those cross-functional competencies, we identify the sources of problems, empower your people to address them, and implement tested and sustainable solutions. The result? You extract the full business value of improved operating performance.

## Breakthrough Performance Improvement

Client success rates range of improvement



## ■ Those Competencies Include the Ability to:

- **Increase product speed to market.** Our experts in product commercialization reduce risk, streamline operations, and reduce cycle time in product launch processes.
- **Increase manufacturing throughput to meet demand.** Before you increase resources or spend capital to address lack of capacity or long cycle times, our Capacity Assessment can identify alternatives requiring less staffing and investment.
- **Improve product quality & Right-First-Time performance.** Through root cause analysis and proven Lean Six Sigma tools, we comprehensively address inconsistent processes that result in delays or product loss.
- **Reduce costs.** Leveraging Lean Six Sigma tools and industry expertise, our approach not only significantly reduces costs but also delivers high return on investment in cost reduction projects.
- **Program and project management.** Prioritizing and managing projects is a key capability required to be a successful life sciences organization. We help our clients establish key priorities, set up and operate PMO's, supply Project Managers to supplement your resources and deliver the results you expect.
- **Increase your staff's level of Lean Six Sigma skill.** Tunnell Consulting and The Breakthrough Management Group (BMGI) have teamed up to provide high-quality, cost-effective Lean Six Sigma training, along with experienced life sciences mentors to propel you up the learning curve.
- **Improve laboratory testing performance.** If your lab is having difficulty keeping up with testing demand, our Rapid Lab Assessment will identify and prioritize actions required to meet your target service levels.
- **Simplify GMP documents.** We have a proven approach to convert complex, confusing, GMP documentation (such as SOP's and manufacturing formulas) into clear, effective and easy to follow documents to improve Right-First-Time performance and shorten the training learning curve.
- **Effective risk management to improve outcomes.** We help organizations design and execute risk management systems and customize tools that meet regulatory requirements and support supply continuity to patients. The risk assessments can integrate with management risk dashboards for decision making and monitoring.

## ■ What is Your Current Challenge ?



## ■ The Tunnell Difference

For more than 50 years we have helped life sciences organizations improve the performance of their operations. Our multi-disciplinary team of life sciences experts and their collaborative approach to implementation and

knowledge transfer leave your organization with the core competencies needed to ensure sustainable operational excellence. We not only solve problems, we also prevent them.



[tunnellconsulting.com](http://tunnellconsulting.com)

Founded in 1962 and serving many of the world's leading life sciences firms, Tunnell Consulting integrates strategic, technical, process, and organizational skills to design and implement sustainable solutions that exactly meet client needs. With deep industry knowledge, extensive scientific credentials, and superior measurable results, we consistently boost the operating performance of each unique client we serve.

Headquarters 900 East Eighth Avenue, Suite 106 · King of Prussia, PA 19406 · 1.610.337.0820  
King of Prussia, PA | Paris, France | Washington, DC

