Driving supply chain resiliency for a cell therapy manufacturer by providing a new, supplier centric operating model

Client Challenge

The client, a cell therapy manufacturer, identified the need to improve their cross-functional operating model within their technical operations / supply chain organization in order to ensure sustainable supply and supply chain resiliency. The client wanted to define a business case to support the investments required to implement a future state target operating model.

Project Phases

Evaluated and synthesized implications of the client's current supply chain challenges by conducting internal interviews with key stakeholders and external interviews with suppliers

Conducted a benchmarking assessment to identify leading supply chain practices to compare to the client's current target operating model (TOM)

Designed a detailed, top-down and bottom-up future state target operating model to guide supplier interactions, support continual growth, and navigate increasing complexity

Developed a roadmap for client to implement to realize future state design. Constructed eight key workstreams and developed a RACI to identify appropriate stakeholders for implementation activities

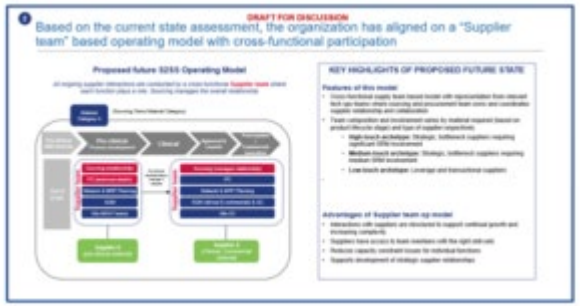
Outcome For The Client

A new target operating model to guide interactions with suppliers to ensure raw material supply resiliency

An implementation roadmap and business case, demonstrating the investment and benefits expected of the new TOM

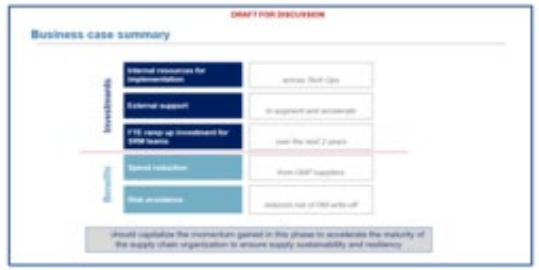
Medium and long-term cost savings achieved by leveraging strategic relationships and contracts

Operating Model



Implementation Roadmap

Business Case Summary



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