

Creating a seamless virtual organisation

Situation

- A biotech company was rapidly growing and using CROs and other partners to deliver its Clinical Regulatory and Safety operations
- Service level agreements were in place and partnerships were working but it was recognised that to sustain future growth both parties needed to partner more effectively

Action

- Created partnership principles with both parties
- Ran a series of projects to assess how partnerships were working through surveys and focus groups
- Developed action plans with partners that were focused on critical areas for improvement
- Identified common areas of improvement that could be applied generally
- Used these principles with other functions to improve performance

Result

- Action plans were implemented quickly and new forums for better communications were instituted as well as transparency on changing plans and resource needs
- Both partners identified internal actions they needed to take to improve their own performance
- Program is extending to more areas in the business