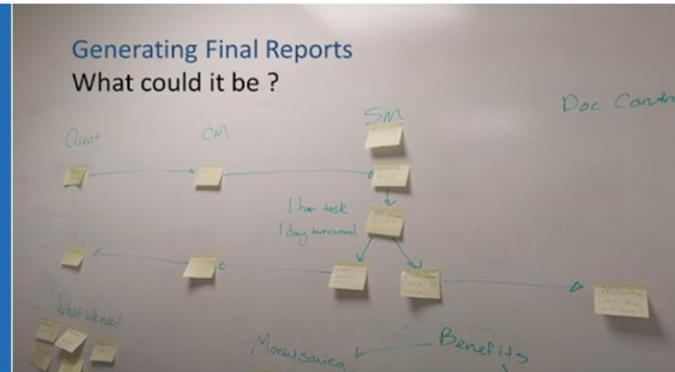


BioOutsource was founded in Glasgow in 2007 and acquired by the Sartorius Stedim Biotech Group in 2015. The company is a leading provider of contract testing services to the global biopharmaceutical and biotechnology industries.

BioOutsource has operations in both Europe and the USA, with testing laboratories in Glasgow, UK, and Cambridge, MA,



### Business Improvement Academy Project

The project carried out by a Bioanalytical Senior Scientist highlighted how the company uses a lot of paper based systems in accordance to operated Good Manufacturing Practice (GMP) standards, (a minimum standard that a medicines manufacturer must meet within the drug testing process.)

As the business invests in continued process improvement, standards are now being developed in Good Scientific Practice (SMPGSP). GSP can be used for early development stage drugs. As the analyses began, a project was set up to focus on how the scientific laboratories generate final reports for clients.

### Project Analysis

A process map was developed by the team commencing with “requests for report finalisation” through to final hard copies being received by the customer.

Cycle times (CT’s) were measured highlighting an average CT of 7 days.

With this information the team brainstormed the process and soon realised that there was an enormous amount of Non-Value Add (NVA) or waiting time within the department.

Further data was gathered across departments showing the amount of reports produced annually, the amount of resource consumed and the amount of paper used. This was very illuminating to the team and demonstrated the importance of highlighting how processes can generate hidden activity that eats into efficiency and productivity.

Examples showed:

- Ink costs @ 9p per page = £2,609.73
- Paper costs @ £20 per box of = £225.58
- Postage costs @ £12 per report = £6,732.00

The environmental impact of the current processes was:

- 5.2 US Shorts tons of wood = 31 Trees
- 33.i Million BTU’s Energy = 39.5 Refrigerators
- 23400 pounds of Co2 = 2.1 Cars usage per year
- 27800 Gallons of Water = 20 Washing machines usage per year

The current heavily manual and paper based processing was investigated with its impact on client satisfaction and again this was very enlightening to the team and their thought process for change. Customer analysis of a sample of over 1,000 highlighted:

- Complaints of scan quality
- Requests to receive searchable PDF reports (FDA requirements)

Examples of “poor quality” reporting structures including graphs and charts where demonstrated during the analysis.