

Case study

Product Release Lead Time Reductions



Business Background & Context	Final product release lead-time was too long due to quality and processing issues with documentation
Problem & Goal	<p>The batch documentation for a complex sterile product was very complex. The 'right-first-time' (RFT) from documentation for final batch release was <10% and release lead-time after the final processing step was too long (4 days)</p> <p>The goal was to dramatically improve RFT and to reduce the lead-time</p>
What was Done	<ul style="list-style-type: none"> • Documentation was simplified (remove unnecessary activity) • A Documentation Room (D-Room) was created to allow documents to 'flow' through the process with errors being quickly corrected • Structure was added to documentation activities • Visual Management techniques were employed • Documents processed in sequence rather than 'by preference'
Business Impact	<p>Documentation RFT improved to >90%</p> <p>Lead-Time dramatically reduced 4 days to <1 day</p> <p>Documentation seen as core part of the process rather than a necessary evil</p>