



Developing a Metrics Program

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Partnerships with CROs





20 Minutes

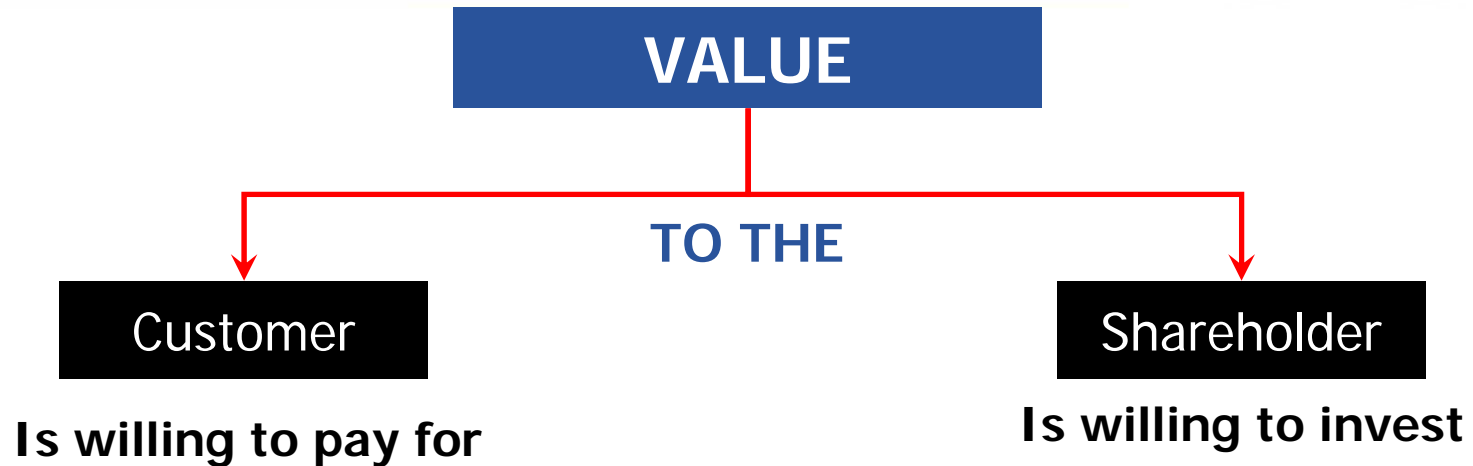
- The Value Proposition
- Process Improvement – by what method?
- How the Metrics Champion Consortium ties in with Process Improvement efforts

10 Minutes

- Q & A



Corporate Goal: The Value Proposition



THROUGH BUSINESS PROCESS IMPROVEMENT

- Improving process maturity, ensuring compliance, quality assurance
 - Elimination of waste rework, defects, variation
- Improved efficiency, productivity and/or capacity improvement

... with a focus on fixing the problem first!!

Why do we need process improvement?

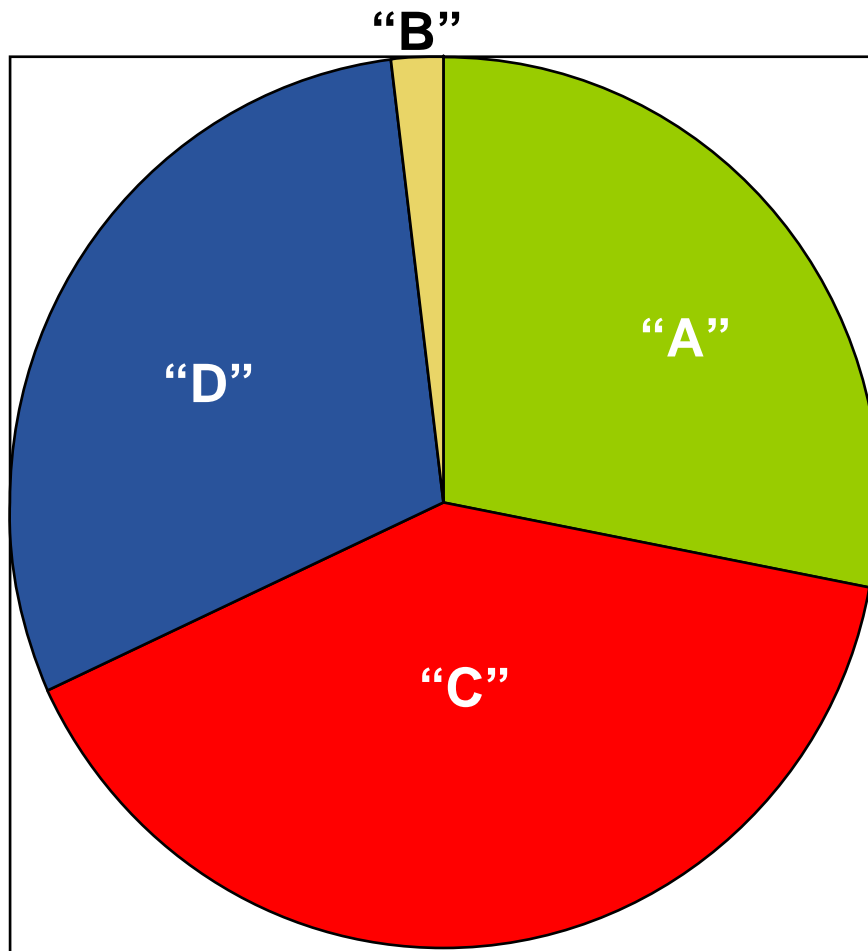


- Show Video Clip



Defects Near Miss Video.mpe

Problem Solving – think about how you spend your time at work



■ 'Administer your job'

■ 'Cater to Crises'

■ 'Do the Dumb'
Non Value Add (NVA)

■ 'Build the Business:
Improve what you do
and how you do it'

Confirm the Improvement Voice of the Customer (VOC)

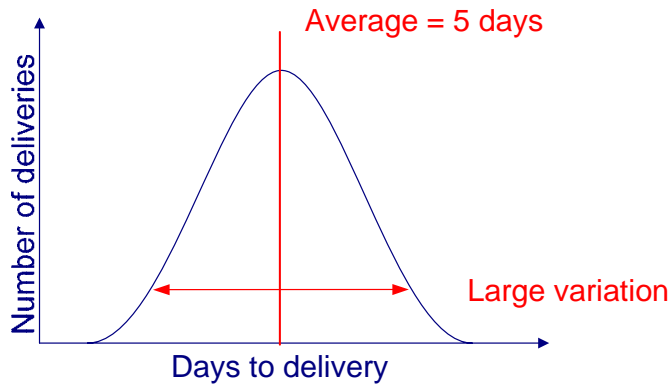


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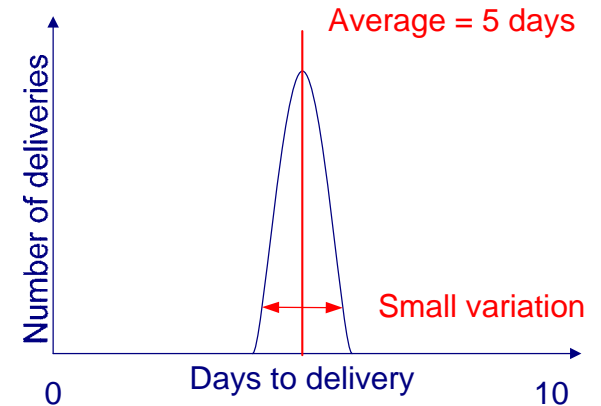


VOC bank.mpa

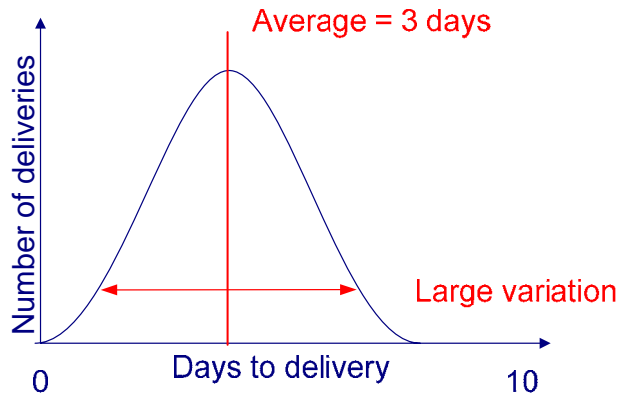
Lean eliminates Waste Six Sigma reduces Variation



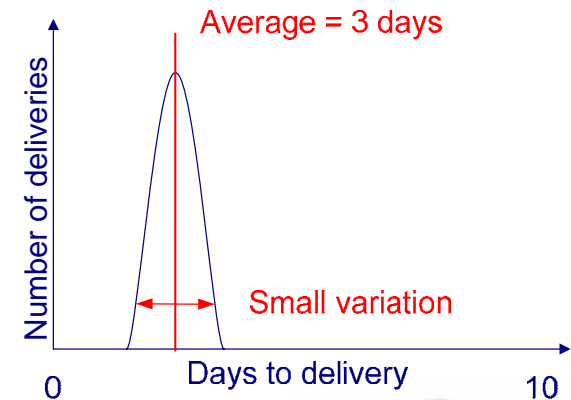
Six Sigma alone



Lean alone

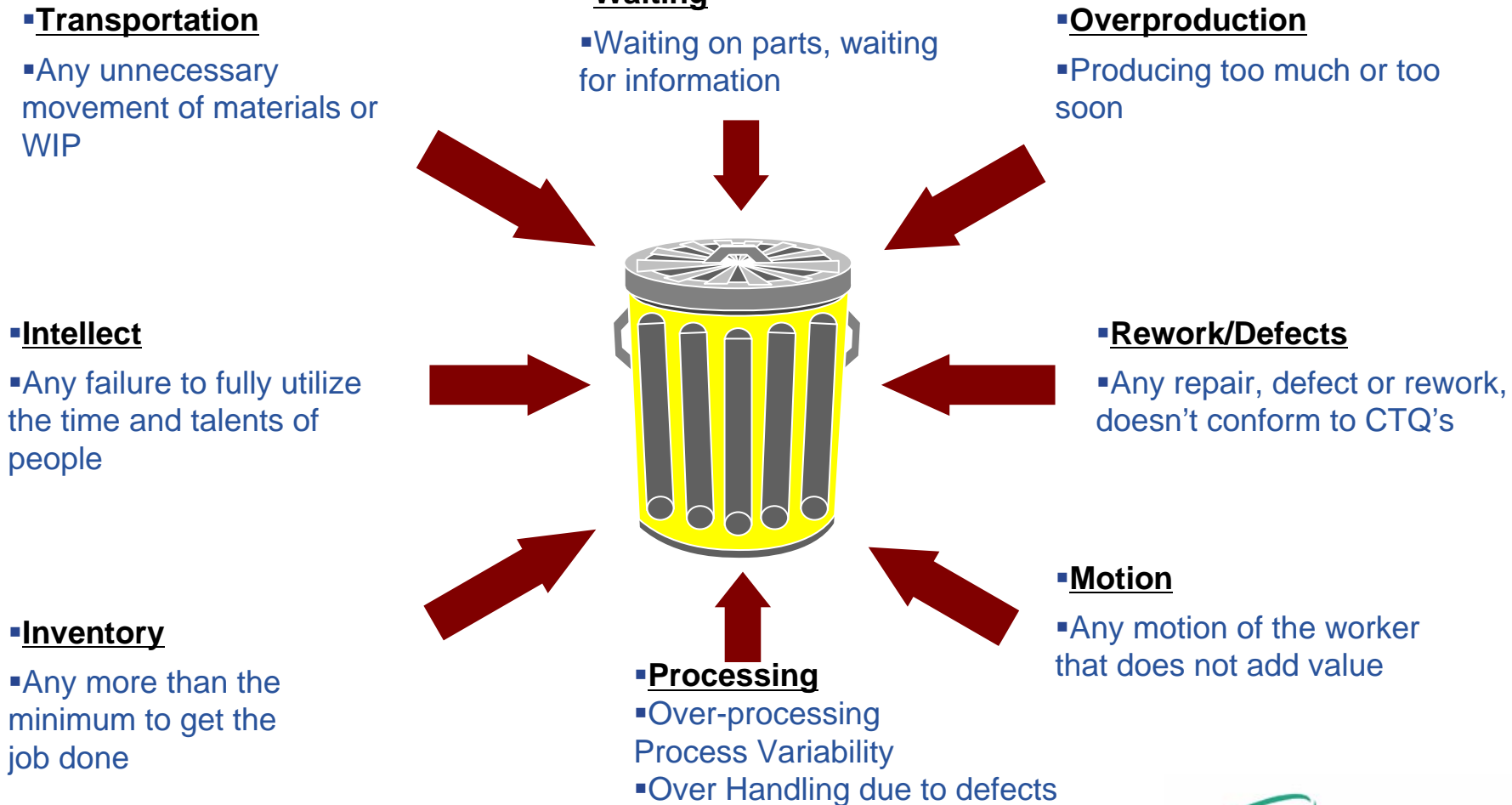


LeanSigma





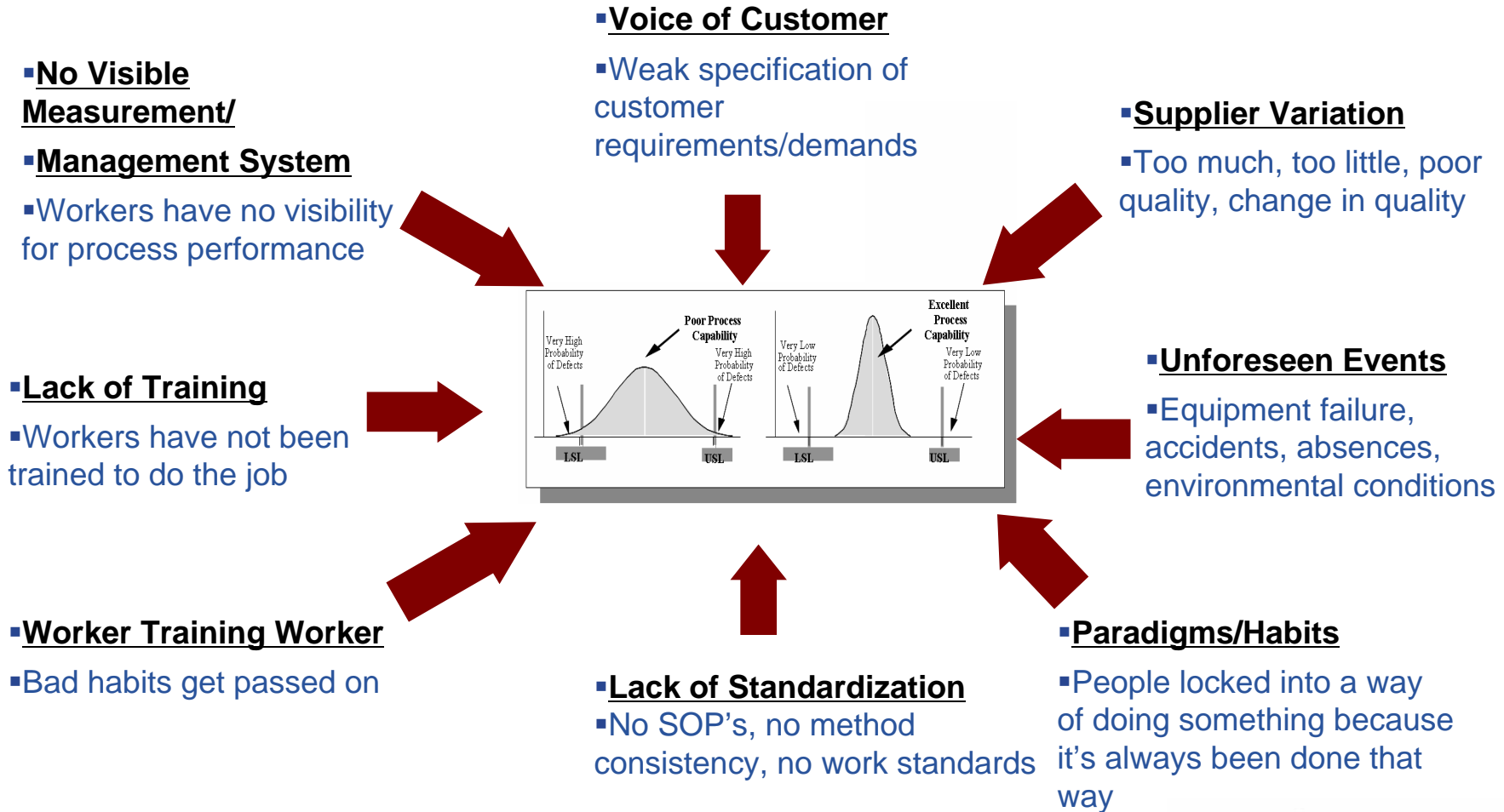
Identify and Eliminate the 8 Types of Waste



Six Sigma → Variation



Determine and Reduce/Eliminate sources of variation that are adversely impacting performance



The LeanSigma Roadmap



- Value Stream Map
- Various Financial Analysis
- Charter Form
- Multi-Generational Plan
- Stakeholder Analysis
- Communication Plan
- SIPOC Map
- High-Level Process Map
- Non-Value Added Analysis
- VOC and Kano Analysis
- QFD
- Pareto Charts
- RACI & Quad Charts

- Operational Definitions
- Data Collection Plan
- Pareto Chart
- Histogram
- Box Plot
- Statistical Sampling
- Measurement System Analysis
- Setup Reduction
- Generic Pull
- Kaizen
- Control Charts
- Process Capability, C_p & C_{pk}

- DOE Full & Fractional Factorial
- Conjoint Analysis
- RSM
- Taguchi
- Scorecards
- Pareto Charts
- C&E Matrix
- Fishbone Diagrams
- Brainstorming
- Supply Chain Accelerator Analysis
- Non Value-Added Analysis
- Hypothesis Testing
- Confidence Intervals
- FMEA
- Simple & Multiple Regression
- ANOVA
- Queuing Theory
- Analytical Batch Size

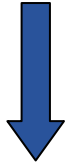
- Brainstorming
- Benchmarking
- Process Improvement Techniques
- Line Balancing
- Process Flow Improvement
- Constraint Identification
- Replenishment Pull
- Sales & Operations Planning
- Poka-Yoke
- FMEA
- Pugh Matrix
- TRIZ
- 'To-Be' Process Maps
- Piloting and Simulation

- Control Charts
- Standard Operating Procedures (SOP's)
- Training Plan
- Communication Plan
- Control Plan
- Visual Process Control
- Mistake-Proofing
- Process Control Plans
- Project Commissioning
- Project Replication
- Plan-Do-Check-Act Cycle

The Critical X of Lean Six Sigma is DATA



Data / Metrics



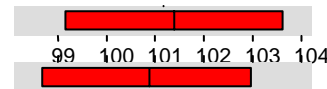
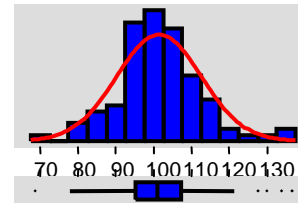
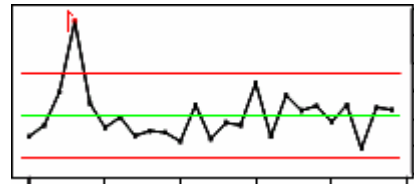
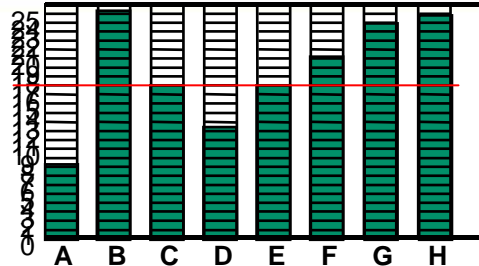
Process Improvement



Sustainability



Value





- MCC organizations work collaboratively to develop standardized performance metrics which aim to improve the efficiency and effectiveness of clinical trial operations *for each* sponsor/supplier relationships.
- Organizations use the standardized performance metrics to identify opportunities to improve performance within their own sponsor / supplier relationship where results do not meet expectations within a study or across a group of studies.



What Questions Do You Have?

Thank You

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