



5 WAYS

YOUR VIRAL VECTOR
MANUFACTURING PARTNER
SHOULD MAKE YOU FEEL

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With cell and gene therapies, you have the potential to transform the lives of patients — but with this potential come risks.

Whether you're choosing a new CDMO or evaluating a current one, it can feel easier to assess the rational elements than it is to consider areas like everyday communications. Yet indicators that go beyond quality systems and logistics are just as important. Compare your current CDMO relationship against the following list, or use it in your evaluation of a new potential partner. If you answer no to more than two of these qualities, it might be time to have a frank discussion with your program manager.

1



They make me feel secure.

Does your CDMO invest in building your trust and establishing a relationship based on open, honest, transparent communication? Does this relationship establish a good comfort level and make you feel confident about them?

Think about what interactions look like between you and your CDMO team. Do you receive only biweekly updates, or can you access your team at any time? Do you feel as though their leaders are in tune with the current direction of your program?

They make me feel valued.

Does your CDMO always listen to what you have to say, even if they have to correct or redirect you? And how do they respond to your feedback? Do they consider your suggestions and communicate back what they've done?

Another important consideration: Do they work with you to test your ideas, or do they only refer to the scope in the contract? If your riskier strategy doesn't pan out, do they hold you accountable or chalk it up to shared experience?

2



3



They make me feel challenged.

If you put forward an idea that your CDMO disagrees with, are they assertive and willing to tell you things you may not want to hear? Do they feel comfortable enough to debate the idea with you in a respectful way?

Look at this from the opposite perspective as well. Do they move your thinking forward or merely take orders from you? Are they pushing you to expand your knowledge, especially about regulatory and distribution realities you may be facing as your program progresses?

They make me feel supported.

Does your CDMO turn on a dime if you need immediate flexibility? Do you feel you're in control of steering your program, even if the spirit of the relationship is collaborative? Are they responsive in clearing the path to make working together easier?

In the same way that a partner often reads your mind based on knowing you well, does your CDMO feel almost clairvoyant in their ability to raise the next topic you should be thinking about?

4



5



They make me feel like a priority.

Saying you're a priority and acting on it are very different things. If your CDMO needs to reassign a team member, do they check with you first and get your buy-in? More broadly, will your CDMO always let you know the good and bad news as soon as they are aware of it?

If there is a problem with your program, will they collaborate with you to work it out and get you back on schedule as soon as possible?

The intensity of a pharma-CDMO relationship may be the same regardless of program. But in viral vector manufacturing for cell and gene therapy, the level of engagement is significantly higher. Success requires a level of commitment and dedication that makes you feel that your CDMO really is working like an extension of your team, as if your project is also theirs.

So ask the right questions, both the logical and the "right-brained" questions, and you're more likely to end up with not just a vendor but also a long-term partner.

Looking for a committed viral vector manufacturing partner you can trust? Visit thermofisher.com/patheon to begin a better long-term relationship.