

Clinical trials

Significant cycle-time reduction enabled by a single-vendor approach for clinical labeling and packaging

Goal

Due to an acquisition of two incumbent suppliers and a corporate name and address change, the client needed a clinical label partner capable of meeting both labeling and packaging requirement—specifically, they needed to produce >100 label IDs in a time-sensitive period. The label needed to be designed from scratch, proofed, and approved by First Patient In (FPI) timelines, a challenge their current vendor couldn't support.

Methods

The company partnered with Thermo Fisher Scientific for access to in-house secondary packaging capabilities alongside labeling capabilities to streamline the process. A comprehensive label governance system was established for text development and proof design. The process allowed for direct transition from labeling to packaging production without delays. A specific production room was dedicated to meet the client's unique needs. The facility operated with a just-in-time room reservation system across three shifts, five days per week. By integrating both packaging and labeling capabilities under a single vendor, the team created a seamless operational workflow.

Results

The implementation delivered remarkable improvements across multiple metrics. The overall cycle-time for packaging and labeling showed a 40% reduction compared to the previous vendor's performance. The team achieved a 30-day reduction in time to label delivery. The single-vendor approach saved 5 business days per job through improved operational efficiency. This project successfully met all critical FPI timelines.

Conclusions

The single-vendor approach combining packaging and labeling demonstrated significant efficiency improvements in clinical trial packaging and labeling operations. Based on the positive outcomes, the client expanded the partnership and delegated additional approval steps to the team, leading to opportunities for broadened business relationships.

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