

CRO Partnership Enhancement



The Challenge

Pharmaceutical company had outsourced their entire oncology clinical trials portfolio to a prominent CRO. Global clinical studies were significantly behind schedule.

Our Approach

Led cross-functional teams comprised of leadership & contributor-level members. Conducted RCAs, provided strategic input and developed/implemented tactics that strengthened the partnership and enabled performance improvement.

Value Added

Gap analysis performed, CAPA implemented, and performance improved within client's aggressive timeline.

Specifics

- ✓ Utilized a combination of standard and newly-developed, project-specific tools to capture input & facilitate the process.
- ✓ Evaluated performance issues, Sponsor-CRO processes, communications, CAPAs, tracking, dashboards, metrics.
- ✓ Served as the “honest broker” business partner between the parties; conducted knowledge transfer.