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SANDOZ



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BRISTOL-MYERS SQUIBB



Evelyn Chang,
Corporate Manager,
Quality and Compliance,
G&W LABORATORIES



Erica Deuso,
Business Process
Management,
JOHNSON & JOHNSON



Greg Fields,
Strategy, Operational
Excellence and PMO Executive,
BRISTOL-MYERS SQUIBB



Justin Morley,
System Vice President
Performance Excellence,
SSM HEALTH



Jerry Rosenthal,
Director/Head,
Continuous Improvement
for U.S. Pharmaceutical
Commercial Operations,
GLAXOSMITHKLINE



Craig Thomason,
Senior Learning Designer
and Developer, Learning
Shared Services,
MERCK

SHARED SERVICES FOR LIFE SCIENCES SUMMIT

Learn how to achieve growth across a global enterprise through the implementation of **Operational Excellence** while leveraging corporate success

MAY 20 – 21, 2019

SONESTA PHILADELPHIA RITTENHOUSE SQUARE | PHILADELPHIA, PA

5 REASONS TO ATTEND

- ✔ Explore the Global Business Services (GBS) delivery and Robotic Process Automation (RPA) to allow early adopters in shared service delivery and GBS decrease costs and increase quality in competitive businesses
- ✔ Understand how shared services models decrease business costs
- ✔ Develop comprehensive stakeholder management programs to ensure buy-in for senior management and IT stakeholders
- ✔ Discuss talent strategy and featured skills needed for an organization
- ✔ Communicate the need and increase productivity in shared service model departments



BUSINESS PROCESS
MANAGEMENT



CONTINUOUS
IMPROVEMENT



GLOBAL
BUSINESS



OPERATIONAL
EXCELLENCE

TO REGISTER, CALL 201-871-0474 OR [Click Here](#)

DEAR COLLEAGUE,

As biotech, medical device and pharmaceutical companies grow, they try to cut their business costs by incorporating a shared services business model in their organization. Being a large-scale organization managing multiple clinical trials and research programs, having employees, and running numerous brands and product lines, cost and communication are important. When combining functions required by several responsibilities of the same organization, the large company can standardize processes, generate opportunities for cooperation, and gain efficiencies to ensure activities comply with business model regulations. Shared services leverage the delivery of services across all business units, but also represent shared accountability and reasonability between the organization and customers.

As Shared Service Centers become primarily focused on data and analytics compared to transactions, there will be a need to train employees to handle more value-added jobs through digital labor. Digital labor includes digitalization, Robotic Process Automation (RPA), and cognitive automation. The use of robots will change the way businesses handle their front-, middle-, and back-office services. This event will dive into:

- ▶ Improving Customer Experience Through Outsourcing and Lean Six Sigma
- ▶ Integrated Views of Change Management for Life Science Organizations
- ▶ Operational Excellence in the Pharmaceutical Industry

At ExL's **Shared Services for Life Sciences Summit**, attendees and large pharmaceutical companies will share ideas and their expertise to learn how SSCs can cut costs, chase innovations, access specialized knowledge and technologies, increase speed, and think strategically with the pros and cons of pharmaceutical, R&D outsourcing, product data integrity, and BPOs.

I look forward to welcoming you in May!

Sincerely,



Jenna Castellano

Conference Production Director

ExL Events, a division of Questex, LLC



VENUE

SONESTA PHILADELPHIA DOWNTOWN RITTENHOUSE SQUARE

1800 MARKET STREET PHILADELPHIA, PA 19103

To make reservations, please call 1.800.SONESTA and request the negotiated rate for **ExL's May Meetings**. You may also make reservations online using the following weblink: bit.ly/2EnokbG. The group rate is available until **May 7, 2019**. Please book your room early, as rooms available at this rate are limited.

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WHO SHOULD ATTEND

This event is ideal for professionals from pharmaceutical, biotechnology, and medical device companies, as well as health care payer and provider professionals with responsibilities in the following areas:

- ▶ Shared Services
- ▶ Global Enterprise
- ▶ Business Solutions
- ▶ Business Process
- ▶ Operational Excellence
- ▶ Continuous Improvement
- ▶ Lean Six Sigma
- ▶ Strategic Process and Cultural Excellence
- ▶ Enterprise SOP
- ▶ Master Data
- ▶ Global Strategic Sourcing
- ▶ Purchasing
- ▶ Business Solutions
- ▶ R&D Science Sourcing

Departments that are considered shared services:

- ▶ Accounting/Finance
- ▶ Outsourcing
- ▶ Master Data
- ▶ SSOs
- ▶ Project Management Officers
- ▶ Procurement
- ▶ Customer Strategy
- ▶ Quality Control
- ▶ Programming
- ▶ Business Process Outsourcing
- ▶ Business Development
- ▶ Purchasing
- ▶ Category Management
- ▶ Clinical Trials

This conference is also of interest to:

- ▶ Data Management Organizations, Procurement Software Services, Responsive Cost Reduction, Predictive Analytics, Contract Development and Research Organizations, Technology Vendors, and Consulting Firms

SPONSORSHIP AND EXHIBITION OPPORTUNITIES

Interested in spreading the word about your organization's solutions and services to potential clients attending this event? Take advantage of the opportunity to exhibit, underwrite an educational session, host a networking event or distribute promotional items to attendees. ExL Events will work closely with you to customize a package that will suit all of your needs.

To learn more about these opportunities, please contact **Andrew Sinetar**, Managing Director—Strategic Business Development, at **212.400.6237** or asinetar@exlevents.com.

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8:00 REGISTRATION AND CONTINENTAL BREAKFAST

8:45 CHAIRPERSON'S OPENING REMARKS

9:00 EXPLORE INDUSTRY TRENDS ON THE RISE OF R&D OUTSOURCING

- ▶ Identify the wide spectrum of R&D tasks from basic research to late-stage development
- ▶ Understand how pharmaceutical companies are increasing outsourcing research as a strategy to stay competitive and flexible
- ▶ Review growing statistics as to why biopharmaceutical companies are partnering with academia and CROs

Vatsala Sadasivan, *Head of Operation Excellence for R&D North America*, **SANOFI**

9:45 EMPLOYEE BEHAVIOR AND IMPACTS ON ENGAGEMENT AND PRODUCTIVITY

- ▶ Understand the need for more predictive analytics
- ▶ Create meaningful work within the organization
- ▶ Define culture, shaping core values to understand what makes your organization most important in a highly competitive industry

Victoria Douville, *HR Shared Services, Senior Operations Manager*, **BECTON DICKINSON**

10:30 NETWORKING BREAK

11:00 EXPLORE THE SHINGO MODEL FOR ENTERPRISE EXCELLENCE IN BIOPHARMA

- ▶ Explore the 10 Fundamental Principles of the Shingo Model
- ▶ Discuss the three critical insights for sustaining a culture of problem solving and continuous improvement
- ▶ Discover specific enterprise excellence examples for Shingo recipients in the biopharma marketplace

Bruce Hamilton, *President*, **GBMP**

12:00 LUNCHEON

1:00 CUSTOMER EXPERIENCE AND OUTSOURCING: WHY DOES IT MATTER?

- ▶ What do customer experience and quality have in common?
- ▶ Pick Two Menu: Quality, Speed and Cost
- ▶ Vision to Nowhere: Traveling without a destination and asking the wrong questions
- ▶ Keys to Success: Leveraging Lean Six Sigma in a meaningful way

Jerry Rosenthal, *Former Director of Continuous Improvement*, **GLAXOSMITHKLINE**

1:45 UNDERSTANDING THE STRATEGIC DESIGN AND DEVELOPMENT IN A SHARED SERVICES ORGANIZATION

- ▶ Identify and bridge the gap with learning and performance within the organization
- ▶ Understand the learning engagement and experiences within research and development laboratories
- ▶ Ensure performance excellence through strategic learning objectives

Craig Thomason, *Senior Learning Designer and Developer, Learning Shared Services*, **MERCK**

2:30 EXPLORE BEST PRACTICES THROUGH LEAN SIX SIGMA TO IMPROVE QUALITY AND EFFICIENCY

- ▶ Explore mentoring "belts" for teams to understand strategic objectives
- ▶ Trace data for product launches and develop metrics to apply statistics to data collection
- ▶ Enhance operational efficiency, cost optimization, and customer satisfaction

Evelyn Chang, *Corporate Manager, Quality and Compliance*, **G&W LABORATORIES**

3:30 NETWORKING BREAK

4:00 CONTINUOUS IMPROVEMENT AS A SHARED SERVICE MODEL

- ▶ Explore unusual places to house it in an organization
- ▶ Understand the best strategies such as standard operating procedures to routine audits and management
- ▶ Address the three levers to ensure a successful Continuous Improvement Technique

Terry Barnhart, *Head of Process and Cultural Excellence*, **SANDOZ**

5:00 DAY ONE CONCLUDES

8:00 REGISTRATION AND CONTINENTAL BREAKFAST

8:45 CHAIRPERSON'S RECAP OF DAY ONE

9:00 SUPPORTING AN ORGANIZATION'S DIRECTION BASED ON SHARED SERVICES

- ▶ Insights on how Shared Services becomes an individual asset to companies
- ▶ The future of digitizing back-office functions
- ▶ Explore how SSCs reduce cost bases, improve controls, and enhance service levels within an organization

Justin Morley, System Vice President Performance Excellence, SSM HEALTH

9:45 UNDERSTAND THE ROLES AND RESPONSIBILITIES IN BUSINESS PROCESSES MANAGEMENT

- ▶ Identify the end-to-end business process through the SLP's construction manuals
- ▶ Communicate the backend procedures in managing, prevising, and creating certain documents under the R&D umbrella
- ▶ Explore how auditing and trading play a role in BPM

Erica Deuso, Business Process Management Expert, JOHNSON & JOHNSON

10:30 NETWORKING BREAK

11:00 ENTERPRISE-WIDE APPROACH TO MANAGE PRODUCT- AND PROCESS ENGINEERING IN THE LIFE SCIENCE INDUSTRY

- ▶ Establish how biotechnology companies improve new product development to commercial product support in change management models
- ▶ Recognize risks of noncompliance product-quality standards
- ▶ Analyze operational excellence

Jill Rankin, Global Sourcing Category Manager, BOEHRINGER-INGELHEIM

11:45 KEYNOTE SESSION: THE INTEGRATED VIEW OF CHANGE MANAGEMENT FOR BIG PHARMA ORGANIZATIONS

- ▶ Analyze how change management creates a centralized platform for tracking changes to new and existing systems and environments within the organization
- ▶ Establish responsibility and authority during the production phase
- ▶ Recognize the alignment of change management to validated changes and their impact

Greg Fields, Operational Excellence and PMO Executive, BRISTOL-MYERS SQUIBB

12:30 LUNCHEON

1:30 CONTINUOUS IMPROVEMENT (CI) FOR BUSINESS OPTIMIZATION IN THE PHARMACEUTICAL INDUSTRY

- ▶ Discuss the benefits/goals/methods of CI groups
- ▶ Examine the categorization and prioritization of CI initiatives
- ▶ Explore Business Process Optimization from intake to output and monitoring

Sharon Brower, Director, Training and Process and Continuous Improvement, BRISTOL-MYERS SQUIBB

2:15 PROJECT MANAGEMENT OFFICE AT A SHARED SERVICES LEVEL

- ▶ Integrate PMO in business interruption and risk assessments
- ▶ Explore program leadership and execution management for repeatable best practices
- ▶ Address structural plans that impacts employees

Marc Lombardi, Associate Director, IT PMO, MERCK

2:45 NETWORKING BREAK

3:00 OPERATIONAL EXCELLENCE IN THE PHARMACEUTICAL INDUSTRY

- ▶ Tackle end-to-end supply chain optimization to meet demand and achieve low stock at the same time
- ▶ Introduce structured programs to increase supplier productivity
- ▶ Define the core and non-core competencies for further development and distinguish from competitors

3:45 CONFERENCE CONCLUDES

WAYS TO REGISTER

☎ 201-871-0474

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📠 253 663 7224

✉ PMA Conference Management

✉ PO Box 2303

Falls Church VA 22042

REGISTRATION FEES FOR ATTENDING EXL'S SHARED SERVICES FOR LIFE SCIENCES SUMMIT

EARLY BIRD PRICING

Register by April 5, 2019
\$1,895

STANDARD PRICING

Register After April 5, 2019
\$2,095

ONSITE PRICING

\$2,195

GROUP DISCOUNT PROGRAM

Offers may not be combined. Early Bird rates do not apply. To find out more about how you can take advantage of these group discounts, please call 201 871 0474

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-Five days or less: A voucher (minus a \$395 processing and documentation fee) to another ExL event valid for 12 months from the voucher issue date.

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