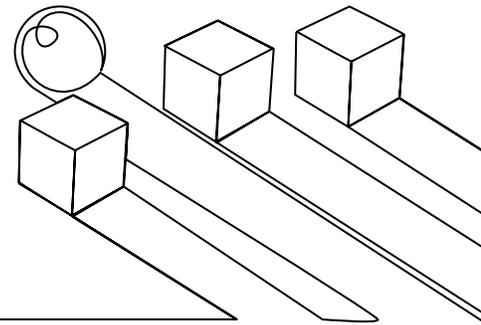


Optimizing Capacity, Elevating Quality: WorldwideEdge™ at Our Clinical Pharmacology Unit



Meeting growing study demands without compromising quality requires thoughtful operational enhancements. At Worldwide Clinical Trials (Worldwide), we set out to increase the capacity of our Clinical Pharmacology Unit (CPU) for studies that require Urine Monitoring (UM), ensuring that we maintained our exceptional 99.9% quality rate while accommodating more participants. At the time, our CPU was working through logistical challenges while monitoring subjects. This case study highlights how we meticulously adjusted staffing and logistics to meet customer and subject needs, enhance capacity, and optimize our operations, all without impacting other ongoing studies.

Our Approach

To enhance capacity while maintaining our high standards, we adopted a multifaceted strategy aimed at streamlining processes, optimizing resources, and ensuring continuous quality. Our approach included:

- **Value Stream Mapping (VSM):** Identified inefficiencies in the current UM process.
- **Data Collection & Analysis:** Assessed current performance metrics, including staffing and subject satisfaction.
- **Pilot Testing:** Implemented a test phase to analyze effectiveness and make necessary adjustments before a full-scale rollout.
- **Continuous Monitoring:** Conducted an ongoing evaluation to ensure sustained process quality and improvement.
- **Change Management:** Applied Lean principles to explore opportunities for process centralization and waste reduction.

Solutions

Based on insights gathered from our initial analysis, we implemented a series of targeted solutions to enhance the efficiency and capacity of our CPU without sacrificing quality. These solutions included:

- **Process Standardization:** Enhanced operational efficiency by streamlining UM activities on the second floor, ensuring minimal disruption to other groups on the third floor. This solution optimized workflow while maintaining lab flexibility.
- **Waste Elimination:** Removed non-value-adding tasks to streamline operations and improve overall workflow.
- **Error Proofing:** Minimized risks by improving monitoring and control to ensure separation between subjects on UM and those not on UM.
- **Lean Process Hub:** Provided centralized processes to enable continuous flow, better resource management, and efficiency in UM.



Results

Our efforts led to impressive results that met expectations, addressing both the immediate needs of our study participants and delivering long-term benefits for our staff and operations. Specifically, we achieved:

- **Optimized Monitoring Capacity:** By adding new monitoring stations and refining staffing logistics, we doubled our throughput, allowing us to meet increasing study demands with consistent quality and improved lab efficiency.
- **Increase in Subject Satisfaction:** Word-of-mouth feedback post-VSM indicated a notable rise in subject satisfaction, highlighting improved participant experiences.
- **Optimized Operational Control in Urine Monitoring:** Enhanced use of existing logistics enabled better oversight and risk reduction, allowing for smoother monitoring of multiple studies and minimizing unauthorized access.
- **Significant Increase in Staff Satisfaction:** Survey results showed a remarkable increase in staff satisfaction, reaching 98%, driven by reduced inefficiencies and a more manageable workload.



Get Operational Support With Worldwide

Explore how our proven methodologies, such as Lean and VSM, can transform your operations. From boosting efficiency to enhancing subject satisfaction, our tailored solutions are designed to deliver impactful results for your study. [Contact us](#) today to discuss how we can partner with you to bring continuous innovation and improvement to your drug development efforts.