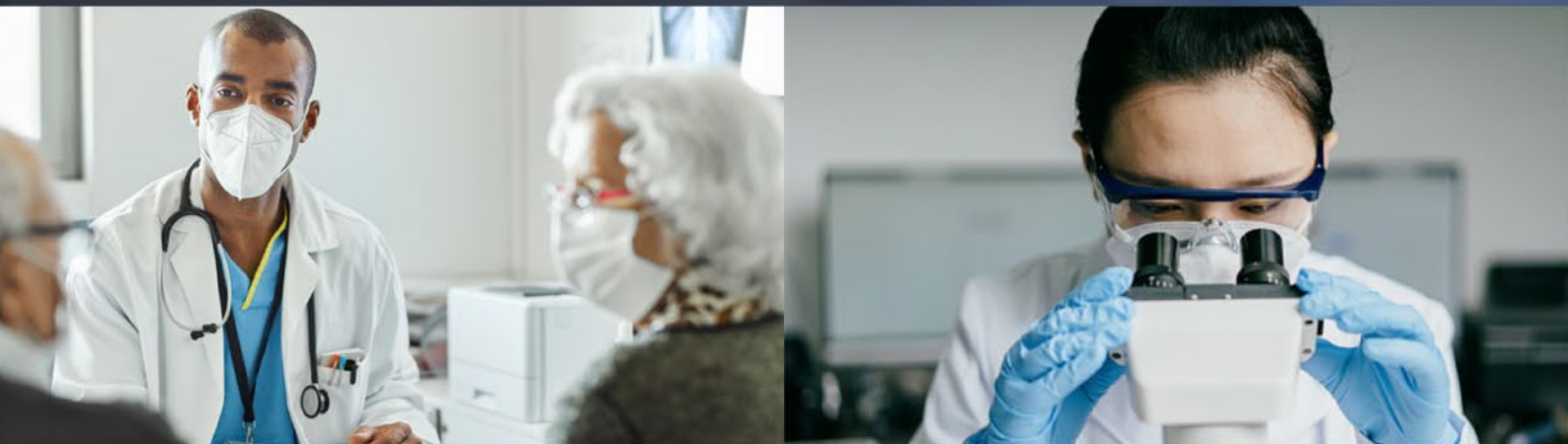


# Pfizer's Journey towards Operational Excellence & Innovation with **PRIME BPM**



Discover how the synergy between Pfizer's vision and PRIME BPM's solutions has not only elevated operational excellence but has also set a new benchmark for user enthusiasm and business process innovation.

**Read Pfizer's first-hand experience ►**

During 2021 Pfizer identified and acquired services from PRIME BPM, a provider of **Business Process Management (BPM)** Education and Software. Prior involvement of PRIME BPM in Pfizer's internal **IMEx (Integrated Manufacturing Excellence)** program delivered 4 coordinated standard work processes per annum. Post training and software acquisition this grew to hundreds of processes being documented in the space of 6 months.



### **Productivity has increased** through **improved knowledge**

of process decomposition and process library creation, process interviewing, BPM V2.0 language and most of all a software with a **high level of positive User Experience (UX)**.



Pfizer's **trust in the productivity of PRIME BPM** solutions performed by our own Pfizer workforce has ultimately resulted in growth from Developed Asia scope to Asia Pacific and now **Global adoption within Global Supply Chain (GSC)**.

## **Key points of Pfizer experience:**

Improving ROI on automation (14 markets, 1 process, 15 historic variations)

User experience

Speed of creation

User enthusiasm

Enabling sustainability of operations

BPM 2.0 logic and underlying theories

Enabling predictability of outcome

Platform for collaborative process harmonisation



## Sacha Kersten

Senior Director Customer Fulfilment  
Asia Pacific

A seasoned professional in the field of supply chain, Sacha is dedicated to the relentless pursuit of ensuring the right product is in the right place at the right time. Demonstrating an unwavering commitment to a customer-centric approach, Sacha combines a keen eye for innovation with a passion for creative problem-solving to address the challenges of today and tomorrow.



### See what Sacha has to say about PRIME BPM:

#### Sustainability of operations, predictability of outcome.

Our ability to deliver a sustainable operation and predictability of outcome has been a step-change as result of PRIME BPM. Strong User Experience eased any change management with BPM embraced with user enthusiasm. The ease of creation resulted in a 100-fold increase of documented processes that can be referenced for automation, integration, onboarding, as much as day-to-day operations. Collaboration between SMEs through operational excellence-driven continuous improvement has never generated such high output.

#### Operational sustainability step change.

Pfizer's supply chain operations are a complex ecosystem spanning the globe. Through adoption of operational excellence founded on Lean and Six Sigma we have invested in creation of standard work. The adoption of PRIME BPM compliments this strategy and has enabled us to increase our output and rapidly provide visibility of ways of working. It has become a foundation of harmonisation, in turn unlocking productivity gains.

#### User Experience drove user enthusiasm.

After Pfizer onboarded PRIME BPM as a solution partner for Business Process Management, its own internal operational excellence program has seen a step change in productivity. The user experience associated with the PRIME BPM software has increased enthusiasm and output from both operator creators and subject matter experts alike.

#### Ambition became reality.

Adopting PRIME BPM software has allowed Pfizer Global Supply Chain to translate ambition into reality.



# Trusted by



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