



Agile Process Teams: Issue Tracking

Identify, Collaborate, Resolve

Identify and Collaboratively Resolve Supply Chain Issues and Disruptions Quickly

The global pandemic has put a spotlight on the vulnerabilities of pharmaceutical industry supply chains. To minimize the impact of these vulnerabilities and facilitate the continuous flow of materials and finished goods, distribution and manufacturing operations must improve overall agility by operating with the most current and accurate information, following up immediately when issues and disruptions arise, and collaborating with supply chain partners to resolve issues before they impact product availability. To achieve best-in-class supply chains with on-time in-full product delivery, it is critical that supply chain partners be involved in addressing issues and disruptions.

Beyond addressing immediate disruptions, pharmaceutical supply chains must address the “next normal” by becoming more agile and eliminating single points of failure. Again, it is important to work with supply chain partners to design supply chains to be more agile and resilient to disruptions.

Part of the TraceLink Agile Process Teams™ suite, TraceLink Issue Tracking™ not only enables you to resolve issues and respond to disruptions by collaborating with material suppliers, CMOs, CPOs, 3PLs, wholesalers, customers, and internal sites, it also supports process improvements to permanently address the root causes. Leveraging the TraceLink Digital Supply Network, Issue Tracking enables you to quickly connect to your supply chain partners via a simple “publish/subscribe” model to start improving supply chain operations. With more than 280K healthcare industry members, the TraceLink Digital Supply Network very likely already includes your partners with a verified identity, and they can begin digital collaboration immediately. There are no integration or IT resources required, so you can start using Issue Tracking immediately.

Create a More Agile Supply Chain

An agile supply chain is critical to responding effectively to unexpected disruptions. Engaging supply chain partners in collaborative process improvement projects to create a more agile supply chain is a critical first step. Issue Tracking enables collaborative identification of disruptive supply chain issues by employees, suppliers, and customers with comprehensive analysis to help prioritize process improvements that will have the biggest impact on agility. It also enables you to capture key measurements to understand the value of these process improvements. Next, use Issue Tracking to manage a multi-company team to analyze each issue to develop an immediate resolution plan and an improved process to eliminate the issue permanently.

Establish Collaboration Teams of Internal and External Experts

Pharmaceutical supply chains are complex with many partners required to get medicines to the patient. Raw material issues, wrong lead times, distribution problems, quality control holds, failed inspections, and a lack of proper documentation are just a few of the

many issues that can disrupt your supply chain. Each such issue requires a different cross-section of internal and external experts to resolve. Issue Tracking enables you to set up collaboration teams at both parties to bring the right team members into the issue resolution thread. This ensures that you have the right expertise to address the immediate issue and follow up with root cause analysis to prevent such problems from reoccurring. Collaboration team rules enable separate internal collaboration threads to discuss sensitive or proprietary topics inside a broader collaboration thread. Executive management can “follow” and receive alerts on critical issues and “unfollow” when resolution is achieved.

Track Unlimited Types of Issues, Exceptions, and Problems

Issue Tracking enables you to track an unlimited variety of internal and external issues and disruptions. These disruptions can be major problems like an API shortage due to an embargo, to an incorrect date issue that calls for Sunday delivery, or missing shipping labels at a 3PL. Issues and disruptions can be categorized for prioritization, team assignment, impact, and follow up. Documents and photos can be attached. Categories can include supply chain disruptions, product launches, customer concerns, impact on a specific brand or product line, damaged products, and much more. Categorization facilitates more precise root cause analysis follow up.

Eliminate Issues and Mitigate Disruptions

Issue Tracking supports comprehensive root cause investigations with recommendations for immediate and long-term corrective actions to permanently eliminate issues and develop mitigation plans for supply chain disruptions. Investigations include a conclusion capability to document how the final assessment of the root cause was determined. A complete history of the investigation is also maintained along with any related issues in the event of a recurring issue or disruption of the same type. Interested parties can elect to follow a specific issue throughout the entire investigation and resolution process. Flexible reporting capabilities enable ongoing analysis of root causes to uncover systemic problems for comprehensive resolution.

Begin the Journey to a More Agile Supply Chain

Issue Tracking is just one application in the Agile Process Teams suite of products for collaborating with your trading partners for a more responsive supply chain. Other applications include TraceLink Quality Review™ and Change Management™. Together these applications enable companies to manage and track the execution of multi-enterprise business processes in order to resolve issues and improve the delivery of medicines to patients. Start with any of these applications to collaborate with trading partners and build a more agile supply chain today.

Contact Us

For more information about TraceLink visit [TraceLink.com](https://www.tracelink.com) or call +1 (781) 914-4900



KEY BENEFITS

- Identify potential supply chain disruptions
- Collaboratively configure a more agile supply network
- Support permanent process improvement projects to create more agile supply chains
- Reduce or eliminate time-consuming manual processes for tracking issues
- Root cause analysis enables permanent resolution
- Leverage the collective expertise from customers, suppliers, and service providers to find the most cost-effective resolution quickly
- Streamline partner onboarding with TraceLink's Network Success Team
- 280,000-member verified partner network
- Global single source of truth
- Proven results include >50% reduction in defects per million and reduction in disruptions

KEY FEATURES

- Capture issues, exceptions, and problems from internal operations and supply chain partners
- Invite suppliers, customers, and service providers to a secure collaboration workspace to resolve issues
- Assign internal and external collaboration teams
- Continuously monitor the collaboration process
- Manage escalations automatically
- Root cause analysis reports
- Access to audit trails of all user operations