

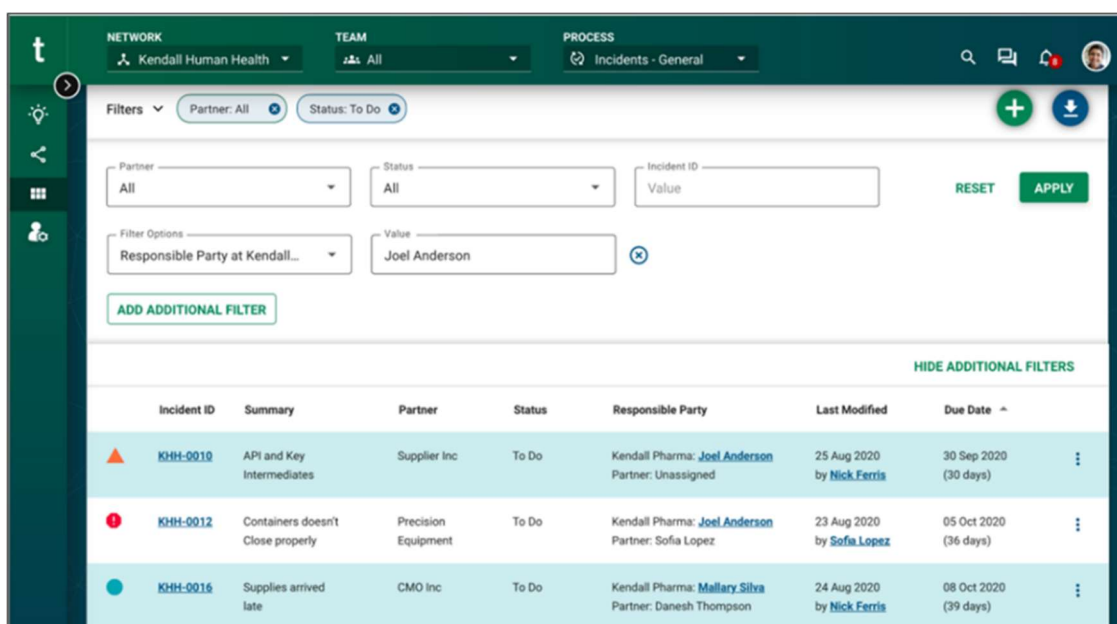
Agile Process Teams

Digitalize Supplier Relationship Management

Digitally Transform Supplier Relationships with Multienterprise Work Management

Pharmaceutical manufacturers have become increasingly reliant on a complex and extended global network of suppliers of materials and contract manufacturing and packaging services across all stages of the drug lifecycle. Seamlessly working with these suppliers is critical to delivering innovative and high-quality medicines to patients at the lowest cost possible. However, despite wide adoption of modern ERP, quality, and supply chain systems for their internal operations, manufacturers still manage supplier relationships largely with email, phone calls, and spreadsheets. The result is fragmented information, slow and inefficient management of business processes, and poor visibility to supply performance and potential disruptions. This in turn leads to reduced supply chain agility, increased risk, decreased quality, delivery problems, and higher costs.

To address these challenges, TraceLink offers Agile Process Teams™ (APT), a *multienterprise work management* application that provides a better way of working with your suppliers. It is a cloud-based solution that you and your suppliers use to collaborate on



Incident ID	Summary	Partner	Status	Responsible Party	Last Modified	Due Date
KHH-0010	API and Key Intermediates	Supplier Inc	To Do	Kendall Pharma: Joel Anderson Partner: Unassigned	25 Aug 2020 by Nick Ferris	30 Sep 2020 (30 days)
KHH-0012	Containers doesn't Close properly	Precision Equipment	To Do	Kendall Pharma: Joel Anderson Partner: Sofia Lopez	23 Aug 2020 by Sofia Lopez	05 Oct 2020 (36 days)
KHH-0016	Supplies arrived late	CMO Inc	To Do	Kendall Pharma: Mallory Silva Partner: Danesh Thompson	24 Aug 2020 by Nick Ferris	08 Oct 2020 (39 days)

Incidents Report (pre-release screenshot; subject to change)

processes such as incident management, change requests, and quality and general document review. By enabling collaboration within your company and with other companies, APT enables teams to digitally execute, manage, and track shared processes faster and more effectively. As a result, manufacturers can decrease disruptions, increase quality, improve delivery performance, reduce risks, avoid costs, increase agility, and develop closer and more strategic supplier relationships.

Automate Processes with Multienterprise Work Management

Working with suppliers on incidents, change requests, quality documents, and other issues typically involves communication via email and phone, emailed documents, and spreadsheets to track activities. Multiply this over many issues, team members, and suppliers, and you have a nightmare of fragmented information, document version chaos, and a lack of clarity over who is doing what and when. APT's work management capabilities provide an alternative: a shared and secure cloud-based workspace where team members from different companies can work together. The application enables a structured approach to executing processes using the three C's of work management: Communications, Content, and Coordination.

- **Communications:** Instead of using email, team members communicate in the application so that everyone across companies and management levels has access to the same information. Collaboration rules enable separate internal communication threads to discuss sensitive or proprietary topics inside a broader thread. Gone are the days when half the team is reviewing outdated information.
- **Content:** APT provides document exchange and review capabilities so that everybody has access to the latest versions. Documents are available in the context of related notes, messages, and alerts. Gone are the days when Outlook is your document management system.
- **Coordination:** APT provides a structured process for getting things done, with workflow steps, owners, due dates, and notifications. Manufacturers and suppliers can log issues as they occur and automate resource assignment and workflow to ensure timely resolution. In-app notifications and shared visibility to next steps ensure accountability. Executive management can "follow" and receive alerts on critical issues and "unfollow" when issues are resolved. Gone are the days when an executive has to say, "if only we had known about that in time, we could have done something about it."

Create Networks to Segment and Manage Suppliers by Category

To facilitate supplier segmentation and category management, APT establishes *Process Networks*, each of which is a group of internal locations and one or more suppliers that need to work together on a shared business process to achieve common goals. APT also establishes *Process Teams*, which are groups of people from your company and a partner in a Process Network. For instance, if there's a quality issue with a raw material, a cross-functional Process Team consisting of members from a manufacturer and a

KEY BENEFITS

- Gain a digital single source of truth
- Increase your visibility into critical supply chain processes
- Make better decisions faster
- Reduce product defects
- Reduce repeat deviations
- Reduce cost of goods sold
- Improve on-time, in-full delivery performance
- Become more responsive to sudden fluctuations in patient demand
- Achieve greater supply chain resilience in the face of disruptions
- Gain a centralized view of supplier performance across the organization
- Benchmark performance across suppliers
- Strengthen supplier collaboration to drive process improvements

KEY FEATURES

- 9 processes for incident management, change requests, and quality and general documents
- Shared workspace for manufacturers and suppliers
- In-app messaging, notes, and alerts
- Document management
- Workflow automation
- Performance management dashboards and reports
- Leverages the TraceLink Digital Supply Network
- Industry canonical data model
- Customizable UX, workflow, data model, and business logic with Opus Solution Builder

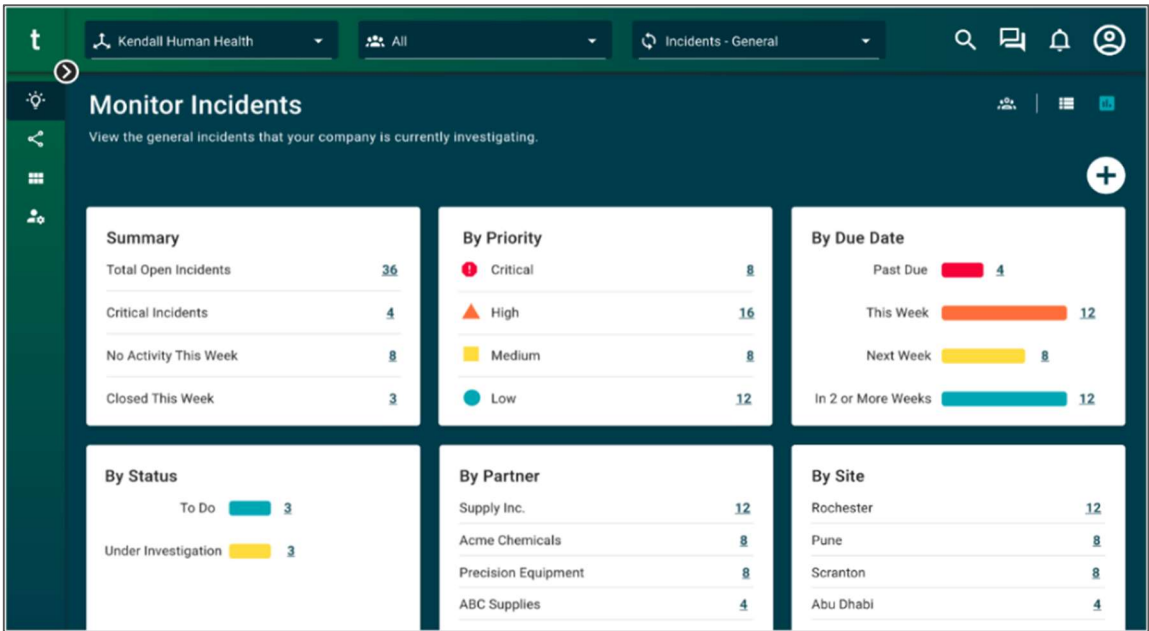
supplier can work together to identify the root cause and resolve the issue. Everyone is viewing the same facts, information, and artifacts, rather than using a fragmented process with multiple emails and tracking spreadsheets.

Leverage the TraceLink Network for Seamless Connections

One of the challenges of working with suppliers is quickly and inexpensively establishing secure communications. APT leverages the 280,000-member TraceLink Digital Supply Network to connect you quickly and securely with your suppliers. The network includes thousands of verified vendors. Because of TraceLink’s Integrate Once, Interoperate with Everyone™ many-to-many network capability, you can easily onboard these suppliers and begin digital collaboration immediately. If your suppliers are not on the network, TraceLink’s Network Success Team will add them at no cost. You can have an unlimited number of suppliers on the network; TraceLink does not charge by the number of suppliers or supplier users.

Manage Collaborative Processes to Improve Internal Team and Supplier Performance for a More Agile Supply Chain

APT offers powerful analytics capabilities so that you can track the progress of processes across all of your suppliers and locations. This gives executive management visibility to problem areas so they can be addressed quickly before resulting in supply chain disruptions. Using TraceLink’s industry-shared canonical data model, APT users on both ends of the collaborative process can monitor issue resolution teams, priorities, and due dates. This is critical for supplier benchmarking and continuous improvement initiatives.



Incident Monitoring Dashboard (pre-release screenshot; subject to change)

Leverage and Customize a Growing List of Pre-Built Pharma Industry Processes

APT supports multiple pharmaceutical business processes in three categories: supplier change requests, general and quality document review, and incident management.

Supplier Change Requests

The change request process enables you to initiate, track, and approve all types of changes including production and forecast changes, process changes, standard operating procedure changes, and material specifications. Changes are an integral part of an

agile supply chain – and a lack of visibility into the change request process creates supply risk and delays. With APT, supplier relationship management teams can communicate, coordinate, and agree to changes in schedules and priorities. Both you and your suppliers can initiate change requests, resulting in stronger supplier relationships based on improved communications and visibility.

General and Quality Document Review

APT includes out-of-the-box templates for workflow-driven document review, enabling supplier relationship management teams to take advantage of processes for the request, exchange, review, and approval of all types of documents. These include manufacturing instructions, batch records, quality procedures, product specs, material safety data sheets, packaging artwork, inserts for instruction sheets, bills of materials, and any of the hundreds of other documents that are exchanged between partners.

Incident Management

The incident management processes enable you to work with suppliers and internal locations to track and resolve incidents such as late shipments, incorrect artwork, quality deviations, serialization issues, demand changes, and many others. APT helps you quickly identify and resolve supplier incidents, initiate sustainable process improvements, and capture key measurements to understand the value of those improvements. As incidents are created, categorized, tracked, and closed, historical data is captured so managers can follow up with root cause analysis and prevent issues from recurring. By managing incidents more effectively, APT has been proven to reduce supply chain disruptions, reduce defects, reduce customer complaints, and significantly improve the flow of medicines to patients.

Customize Your Solutions with Opus Solution Builder

APT is built on the new TraceLink Opus Digital Network Platform, the first low-code development platform designed specifically for building multienterprise network applications for the healthcare sector. Opus Solution Builder enables the customization of the user experience, workflows, data model, roles, and policies to tailor APT solutions to the unique requirements of each specific supplier relationship.

Drive Quantifiable Value for You and Your Suppliers at Three Levels

With APT, you and your suppliers will achieve quantifiable value at three levels:

Operational Productivity Improvements

- Resolve incidents more quickly to free up time to work on cost reduction and process improvement projects with suppliers. As much as a 35% reduction in incidents and 50% reduction in repeat deviations have been achieved.
- Reduce effort required to execute intercompany processes with suppliers including up to a 65% reduction in days to close an incident.
- Streamline business processes and improve the quality of results – as much as a 96% reduction in defects per million has been achieved.

SRM Departmental Improvements

- Work with suppliers to innovate on processes to reduce product costs and improve products.
- Have more time to work on driving strategic improvements.
- Improve compliance with GXP and regulatory guidelines.
- Increase supplier reliability, responsiveness, and agility, which has led to as much as a 95% reduction in manufacturing disruptions.
- Build trust and strengthen relationships with suppliers to earn “best” customer status.

Strategic Improvements

- Better supply chain agility and resilience provide strategic impact.
 - Improved On-Time, In-Full (OTIF) performance with reduced stockouts and shortages
 - Improved revenue from better order fulfillment
 - Improved delivery performance – as much as an 82% improvement in delivery performance has been achieved
 - Improved customer satisfaction – best supplier status
 - Lower inventory levels
 - Millions of dollars in cost avoidance

Begin the Digital Transformation Journey to a More Agile Patient-Centric Supply Chain

By letting you digitalize shared work across different functions both inside and outside your enterprise, APT provides greater accountability and visibility to ensure work gets done quickly and efficiently. Suppliers become an extension of your internal operations, allowing you to be more agile in responding to unpredictable changes in supply and demand. With this agility, you can more effectively deliver quality medicines to your patients.

Contact Us

For more information about TraceLink visit Tracelink.com or call +1 (781) 914-4900

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