

# Major Contract Research Organization

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## Client

The client is a major contract research organization (CRO). One of the client's services to the pharmaceutical industry is providing clinical testing for pharmaceutical products. Its facility provides distribution support for the clinical testing.

## Problem Statement

The distribution support of the clinical testing of pharmaceutical products presents several unique challenges. In addition to the usual pharmaceutical requirements there is a need to:

- Keep track of products down to the unit container level
- Produce complex kits comprised of specific products and collateral material in specific order
- Provide the product segregation and control a of a third party logistics provider.

The client had outgrown its existing facility. In order to continue operating efficiently, the company was in need of a new facility.

## Scope-Of-Work

Tompkins Associates was asked to provide a strategic design of a new facility. Tompkins developed a total strategic plan for the new facility. Included in the plan was the design of workstations and identification storage and material handling requirements and equipments including pallet racks and carton flow racks. As part of the study, Tompkins recommended improved techniques for the complex kitting operations.

## Results

Using Tompkins Associates recommendations the client has successfully moved into its new facility.