

Building Sustainable Business Processes

Global pharmaceutical company based in Switzerland



Challenges & Opportunities

- Challenge: No sustainable business processes defined to date
- Challenge: Data silos, expected data gaps and/or lack of data standardization
- Opportunity: Defining the blueprint business process for performing end-to-end product lifecycle assessments (LCAs) in the pharmaceutical production division & the resulting follow-on processes (product design, procurement, reporting, etc.)
- Challenge & opportunity: Central management of product LCAs only being established across the company



Project Scope

- Define what sustainable business processes could look like
- Evaluation of existing business processes, need for sustainable business processes & sustainability initiatives in the division
- Determine scope & approach to performing product LCAs in the pharmaceutical production division
- Create business process maps for relevant sustainable business processes
- Support the implementation & execution of such processes



Results & Customer Benefits

- Assessed how existing business processes interlink with (future) sustainable business processes
- Conduct interviews and Gemba walks with the division's LCA Lead and associated stakeholders
- Map business processes (multi-level) relating to product LCAs
- Create overview of the sustainable process landscape relating to product LCAs
- Highlight QA/QC relevant steps that could interfere, hinder or delay making processes & the associated production more sustainable

Arcondis' role

- Sustainability expert
- Sustainability analyst

Project Size

- 1+ year (ongoing)
- 0.5 FTE

Methodology / Skills

- BPMN 2.0
- Product lifecycle assessment (LCAs)