Efficient Output Management

Discussions during the Knowledge Bazaar at PHUSE US Connect 2023

Discussion highlights:

👉 **What is monitored** - most companies monitor similar aspects of the output production: planning, task delegation, task completion, version control.

👉 **How it is monitored** - companies vary in the ways they monitor: SAS LSAF, SVN, Microsoft Teams, Microsoft Excel, 10,000 feet, Smartsheet, agile framework.

👉 **Challenges** - less knowledgeable project manager, double work for programmers, lack of high-level progress for upper management
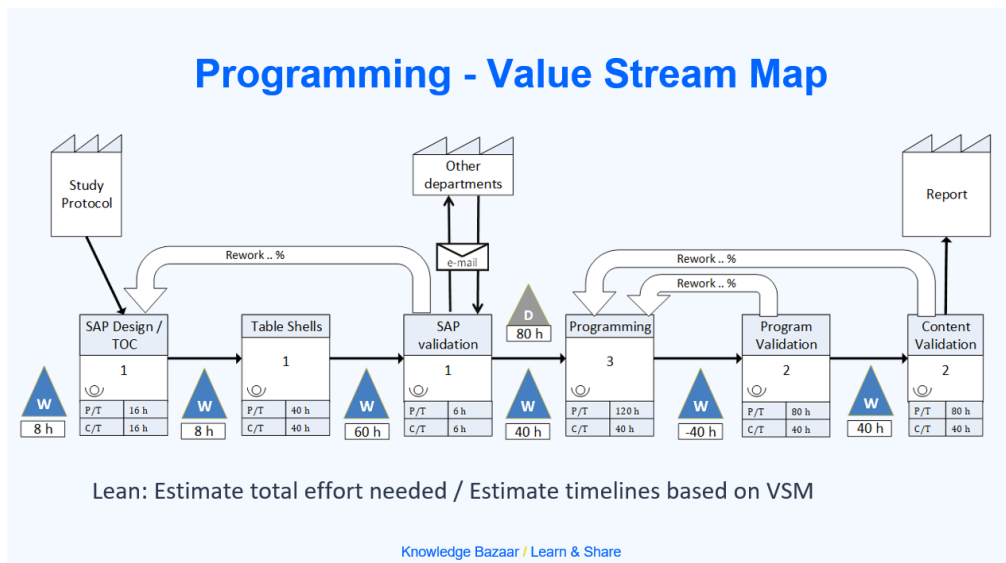
In clinical research, the management of output including versioning and status control is a complex and time-consuming task. When we fit the corresponding in the Lean Value Stream Map, we see that there are many different steps involved. The Lean Value Stream Map is originally intended for the manufacturing industry but is nowadays also used for service processes. By filling and adjusting it for the processes in a specific company the options for improvement of efficiency become apparent and can be discussed with the group.

What Are You Monitoring?

| Planning | Delegation of tasks | Versions | Other? |

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During the knowledge bazaar, we discussed what is monitored during our programming processes and how we monitor it. We had a good representation of several pharmaceutical companies and CROs. We discussed that we monitor the task assignment, versions, input, output, and validation status of clinical programming output.

How Do You Monitor?

| Excel | Email | Planning software | Teams |

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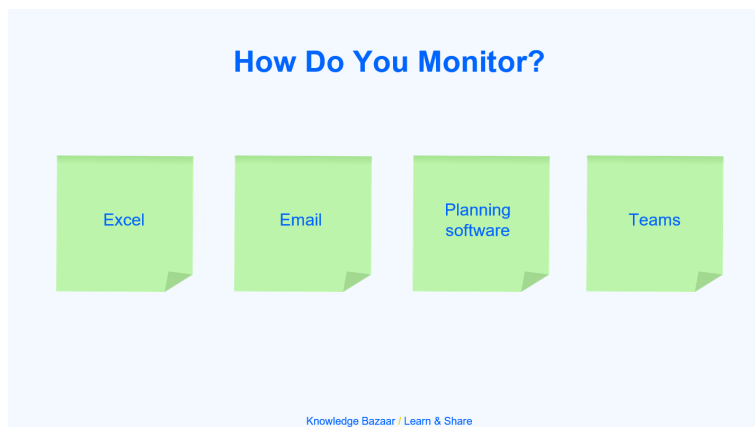
For this, we use the programming environment itself like SAS LSAF, version control systems like SVN, Microsoft Teams, and/or even Microsoft Excel. One company just started with an Agile approach to enable faster insights and more control over the programming process. Another company used 10,000 feet / Smartsheet linked to Excel. Based on this inventory, we acknowledged that there were many different ways to track versions and task assignments in our industry.

Programming Process Management

What is effective?

What can be improved?

In addition, we acknowledged that version control and task assignment is costing us a lot of time while we are still lacking insights in the process. It was also mentioned that the task assignment within the programming department might be too granular at the moment.

In some companies, the project management comes from within the team while in other companies it is managed by a less knowledgeable project manager. Both approaches have their pros and cons. It is from within the team difficult to show progress while the overarching project management is lacking insights in the needs and tasks for programming. That causes a lot of ping-pong between the two parties.

This disconnection is also illustrated by the fact that many companies use an Excel solution for programming and validation task assignments that is not directly linked to the overall project management software. This resulted in double work for programmers (need to update on progress in two places) and a lack of high-level progress for upper management.

How Can We Reduce Timelines and Effort?

New tools

General Awareness

Optimize planning

Standardization

During our discussions, we concluded that an integrated solution where the output process management is linked to the overall clinical trial process management would be very beneficial. As a group, we identified that KPIs could give us more insight in the process as well.

We thank all the participants for their contribution.

Please contact us if you have any additional questions, or comments or like to learn more about our product.

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