# Expert Evaluation

## Jurco Eugenia

September 2018

# In April I have set 3 main goals to achieve:

- **Minimizing number of Internal mistakes**

- **Continue with process optimization (uploading leadtimes- priority)**

- **All team members to grow**

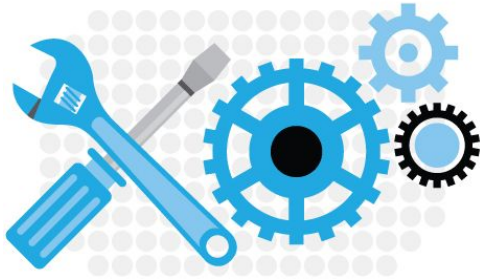
# Tasks optimization

# ✔ Uploading leadtimes for Essers carrier

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| lgium | Machelen | 1 | X | X | X | X | X |
| lgium | Olen | 1 | X | X | X | X | X |
| lgium | Puurs | 1 | X | X | X | X | X |
| lgium | STEENOKKERZEEL | 1 | X | X | X | X | X |
| lgium | Turnhout | 1 | X | X | X | X | X |
| lgium | WEVELGEM | 1 | X | X | X | X | X |
| lgium | Zaventem | 1 | X | X | X | X | X |

All carrier Overview | DHL | **Essers** | Mueller | K&N | Primaco | Soncotra | Vercesi

## ✔ Stop checking identical refs for orders



Reference Pick-up 4503314235

03/09/18 Relation: Name:

| u... | Pick-up Ref... | Pick-u... | Del. D... | Del. T... | Del. N... | Del. C... | Del. |
|---|---|---|---|---|---|---|---|
| | 4503314235 | 29/06/18 | 02/07/18 | MOUSSY L... | PFIZER SA... | FR | |
| | 4503314235-B | 05/07/18 | 06/07/18 | MOUSSY L... | PFIZER SA... | FR | |
| | 4503314235-C | 06/07/18 | 09/07/18 | MOUSSY L... | PFIZER SA... | FR | |
| | 4503314235-D | 12/07/18 | 13/07/18 | MOUSSY L... | PFIZER SA... | FR | |
| | 4503314235-D | 09/07/18 | 10/07/18 | MOUSSY L... | PFIZER SA... | FR | |
| | 4503314235-E | 12/07/18 | 13/07/18 | MOUSSY L... | PFIZER SA... | FR | |

## ✔ Not entering anymore Pfizer changes

| | order | Pfizer Reference | comments | Order entry | Date of loading | Time of loadi | Date of change | Time of ch | Timeframe of change | CMR Changed GDP | Weeknumber | Total changes | Total ship | % |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 520 | 2353526900 | 8065692166 | weight adjusted | 25/05/2018 | 30/05/2018 | 17:30 | 31/05/2018 | 8:04 | after loading | | 22 | | | |
| 521 | 2354698800 | 8065682724 | weight adjusted | 28/05/2018 | 30/05/2018 | 17:30 | 31/05/2018 | 8:05 | after loading | | 22 | | | |
| 522 | 2355500900 | 8065747920 | weight +delivery address adj | 29/05/2018 | 30/05/2018 | 17:30 | 31/05/2018 | 8:06 | after loading | | 22 | | | |
| 523 | 2356141400 | 8065739986 | weight adjusted | 30/05/2018 | 30/05/2018 | 17:30 | 31/05/2018 | 8:07 | after loading | | 22 | | | |
| 524 | 2356131500 | 8065429334 | weight adjusted | 30/05/2018 | 30/05/2018 | 17:30 | 31/05/2018 | 8:08 | after loading | | 22 | | | |
| 525 | 2357159200 | 8065618218 | weight adjusted | 31/05/2018 | 31/05/2018 | 12:37 | 31/05/2018 | 12:38 | after loading | | 22 | | | |
| 526 | 2357158600 | 8065513509 | weight adjusted | 31/05/2018 | 31/05/2018 | 12:37 | 31/05/2018 | 12:38 | after loading | | 22 | | | |
| 527 | 2357158700 | 8065513524 | weight adjusted | 31/05/2018 | 31/05/2018 | 12:37 | 31/05/2018 | 12:39 | after loading | | 22 | | | |
| 528 | 2356592500 | 8065635833 | weight adjusted | 31/05/2018 | 31/05/2018 | 12:37 | 31/05/2018 | 13:46 | after loading | | 22 | | | |
| 529 | 2355723900 | 8065740680 | weight adjusted | 31/05/2018 | 31/05/2018 | 12:37 | 31/05/2018 | 12:43 | after loading | | 22 | | | |
| 530 | 2356592000 | 8065592640 | weight adjusted | 31/05/2018 | 31/05/2018 | 12:37 | 31/05/2018 | 12:42 | after loading | | 22 | | | |
| 531 | 2355721200 | 8065692191 | weight adjusted | 31/05/2018 | 31/05/2018 | 12:37 | 31/05/2018 | 12:41 | after loading | | 22 | | | |
| 532 | 2356559700 | 8065518724 | weight adjusted | 31/05/2018 | 31/05/2018 | 12:37 | 31/05/2018 | 12:44 | after loading | | 22 | | | |
| 533 | 2357165200 | 8065565745 | weight adjusted | 31/05/2018 | 31/05/2018 | 12:37 | 31/05/2018 | 12:44 | after loading | | 22 | | | |
| 534 | 2357160000 | 8065693922 | weight adjusted | 31/05/2018 | 31/05/2018 | 12:37 | 31/05/2018 | 12:46 | after loading | | 22 | | | |
| 535 | 2357166400 | 8065684344 | weight adjusted | 31/05/2018 | 31/05/2018 | 12:37 | 31/05/2018 | 13:50 | after loading | | 22 | | | |
| 536 | 2355173500 | 8065748116 | weight adjusted | 31/05/2018 | 31/05/2018 | 12:37 | 31/05/2018 | 13:51 | after loading | | 22 | | | |
| 537 | 2357159800 | 8065436882 | weight adjusted | 31/05/2018 | 31/05/2018 | 12:37 | 31/05/2018 | 13:52 | after loading | | 22 | | | |
| 538 | 2355211100 | 8065553638 | weight adjusted | 31/05/2018 | 31/05/2018 | 12:37 | 31/05/2018 | 13:53 | after loading | | 22 | | | |
| 539 | 2355724000 | 8065590754 | weight adjusted | 31/05/2018 | 31/05/2018 | 12:37 | 31/05/2018 | 13:54 | after loading | | 22 | | | |
| 540 | 2355723800 | 8065692192 | weight adjusted | 31/05/2018 | 31/05/2018 | 12:37 | 31/05/2018 | 13:55 | after loading | | 22 | | | |
| 541 | 2356466700 | 8065787756 | weight adjusted | 30/05/2018 | 31/05/2018 | 17:07 | 31/05/2018 | 14:07 | <2h before loading | | 22 | | | |
| 542 | 2354633000 | 8065735937 | weight adjusted | 28/05/2018 | 31/05/2018 | 17:07 | 31/05/2018 | 14:10 | <2h before loading | | 22 | | | |
| 543 | 2355211100 | 8065553638 | weight adjusted | 31/05/2018 | 31/05/2018 | 12:37 | 31/05/2018 | 13:53 | after loading | | 22 | | | |
| 544 | 2357183600 | 8065659370 | weight adjusted+type of pall | 31/05/2018 | 31/05/2018 | 12:37 | 31/05/2018 | 15:40 | after loading | | 22 | 43 | 82 | 52% |
| 545 | | | | | | | | | | | | | | |
| 546 | | | | | | | | | | | | | | |
| 547 | | | | | | | | | | | | | | |

Penn Pharma | Baxter AT | Famar Orleans | Ascoli | Avara Liscate | Manual FIL | Catania | Farmea | CTW webord ...

✔ **Temporary leadtime table**

✔ **Stop changing dimensions for EDI’s**

| | | | |
|---|---|---|---|
| 35 | 723.78 | 35.00 | 7.00 |

| Qty | Packing | Description | Weight | Volume | Load mete... | L x W x H (cm) | Stackable |
|---|---|---|---|---|---|---|---|
| 35 | Euro Pallet | XANAX 0.25MG SCDT 2X10 BLST IT | 723.78 | 35.00 | 7.00 | 100 X 100 X 100 | ☑ |

✔ **Latina POD not necessary to perform**

| | | | |
|---|---|---|---|
| 2214785800 | * | | jenea |
| 2214345100 | | * | |
| 2214345000 | | * | |
| 2214323500 | | | |
| 2214323100 | * | | |
| 2214322800 | | | |
| 2214311100 | * | | |
| 2214310900 | * | | |
| 2214310700 | * | | |
| 2214310600 | * | | |
| 2214310500 | * | | |
| 2212863100 | | | |
| 2212862500 | | | |
| 2216808100 | | | |
| 2216802400 | | | |
| 2214837600 | | * | |
| 2214836400 | | * | |
| 2214835700 | | * | |

- ✔ **Default order for Astrazeneca procedure**
- ✔ **Test on general rules**
- ✔ **Procedures were shortened/ made resume for the hardest**
- ✔ **No more checking each other's orders**

**DIRECT (calculate delivery date)**

Latina to
- LSP/UTI/Houdeng
- Moussy le Neuf
- Espoo
- Karlsruhe
- Burgdorf
- If it 's a direct Zoetis order let the system calculate delivery date
- .....

Pick-up relation → 097061 Pfizer
198079 Zoetis
Invoice relation → Pfizer - 087966
Zoetis -165021
Pick-up date – mentioned in SP/ Delivery date – calculate
References: Pfizer → 1st – 41... or 45...
2nd- 600... (to be removed after receiving PL
Zoetis → 1st- 80...
2nd – 455...

Goods euro pallets - **always stackable**

If in SP is mentioned city of delivery, shipment is direct and only in that case will be added on trip as direct
**Zoetis**- 1 order for all references should be created. *Kallo* is an exception- 1 order per reference in any case
**Pfizer**- 1 order per reference in any case

**HUB (delivery date is always 31/XX/XX)**

**!!!NO HUB SHIPMENTS FOR ZOETIS**

Latina to
- Avlonas (GR)
- Cabanillas del Campo (ES)
- South Normanton (GB)
- Brno Podoli (CZ)
- Azambuja (PT)
- Dublin Tallaght (IE)
- Katowice (PL)
- Cournon (FR)
- Budaors (HU)

Pick-up relation → 097061 Pfizer
198079 Zoetis
Sender relation – 11019 (copy to inv)
Invoice relation → Pfizer – 087966

Reference – pck + sen
Pick-up date – mentioned in SP / Delivery date – 31/XX/XX
Goods euro-pallets - **always stackable**

# Time saved after reducing product names insertion

Took lane LSP-PlanetPharma for 1 month: 8 orders

| Order number | Number of goodslines | Time for creation (min.) |
|---|---|---|
| 2236243400 | 3 | 7 |
| 2236260100 | 6 | 13 |
| 2236077500 | 2 | 8 |
| 2237262800 | 24 | 61 |
| 2237196900 | 2 | 7 |
| 2237187900 | 1 | 7 |
| 2237180300 | 1 | 7 |
| 2259154000 | 15 | 58 |

≈21 min. per order

Normally ≈5 min. per order

Saved ≈16 minutes per order

## Tasks taken from Intramar

- follow-up Freiburg trips
- follow-up Puurs trips
- FIL ex-CXD

## To be taken:

- Confirming dates of pickup and delivery to customers

# In process

Uploads from Excel to JEF for Amboise, Kallo, Puurs

Leadtime uploads for all carriers (and for CXD)

Adding closing dates for specific relations

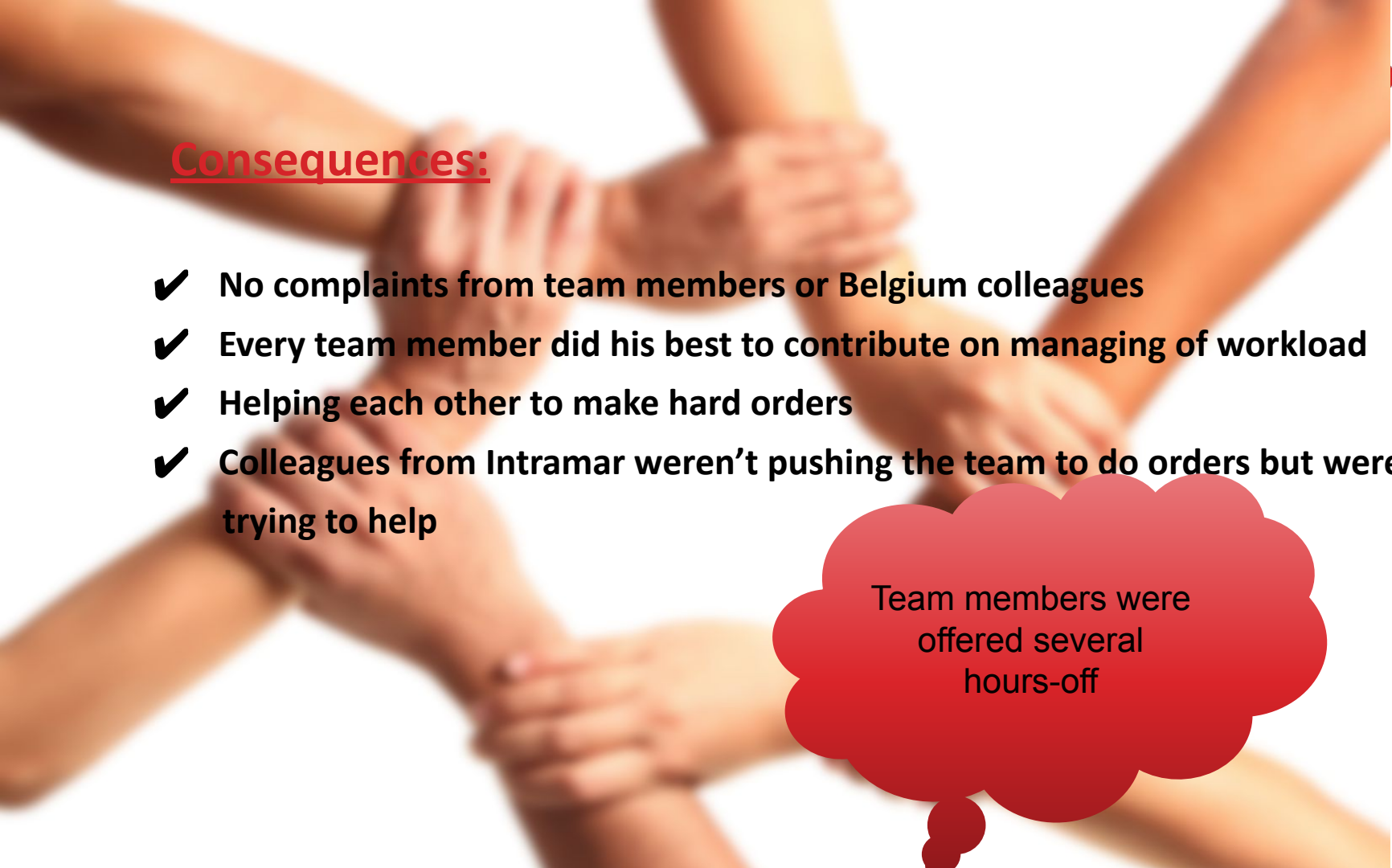
Solving the issue with EDI's that are removing special instructions

team
spirit

# The best way to test the team spirit is to look on team during stressful situations

**CTW was:**

- Short-staffed+ was a lot of work
- Moving from one place to another



## Consequences:

- ✔ No complaints from team members or Belgium colleagues
- ✔ Every team member did his best to contribute on managing of workload
- ✔ Helping each other to make hard orders
- ✔ Colleagues from Intramar weren't pushing the team to do orders but were trying to help

Team members were offered several hours-off

# Interaction between Expert and Team

# Team meetings

- Became more interactive
- Not talking about mistakes, just as reminders
- About updates are asked team members
- Leaded by SO
- Give examples of orders to find out how each member will proceed
- Reminder from all team members of some old updates/ examples we are not facing so often
- Importance of English Day

# 1-1’s

Expert explains skills that need to be improved/steps performed for next level

Talking in details about mistakes, the reason of making them

When somebody is telling about a problem- looking together for a solution or

Compromise (FWI review, dragging orders from Pharma inbox etc)

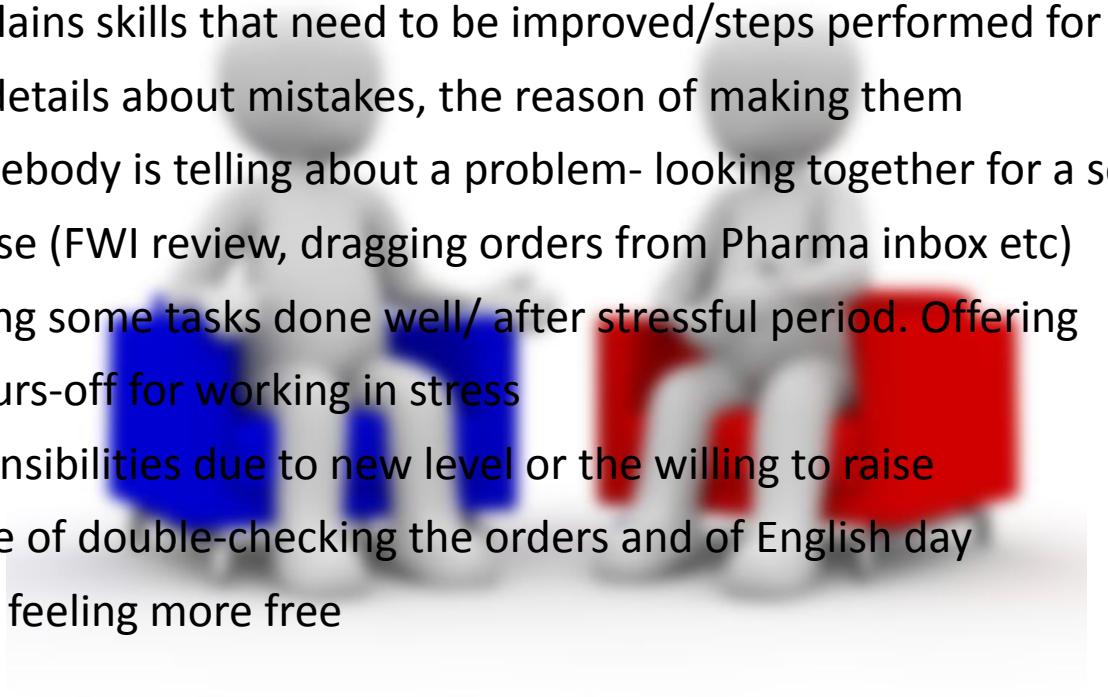
Appreciating some tasks done well/ after stressful period. Offering

several hours-off for working in stress

New responsibilities due to new level or the willing to raise

Importance of double-checking the orders and of English day

People are feeling more free



# Mentoring

## Elena

PBS

Leaded team meetings

Send mails with weekly updates

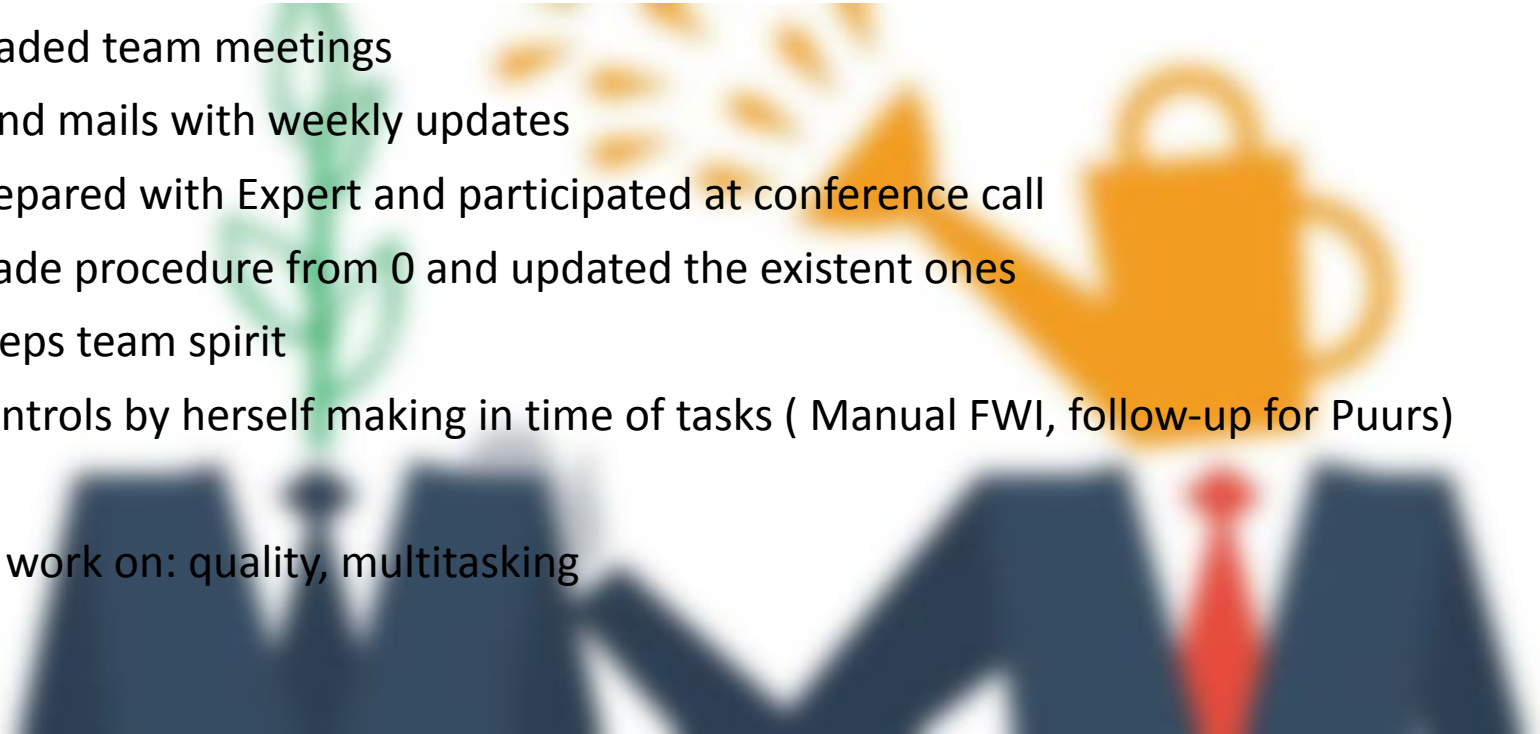
Prepared with Expert and participated at conference call

Made procedure from 0 and updated the existent ones

Keeps team spirit

Controls by herself making in time of tasks ( Manual FWI, follow-up for Puurs)

To work on: quality, multitasking



# Iulia

Noticed unclear moments in procedures and adjusted them

Helped expert to shorten procedures

Takes as much tasks as it possible

In stressful period of times contributed much to manage the workload

New extra task- payroll

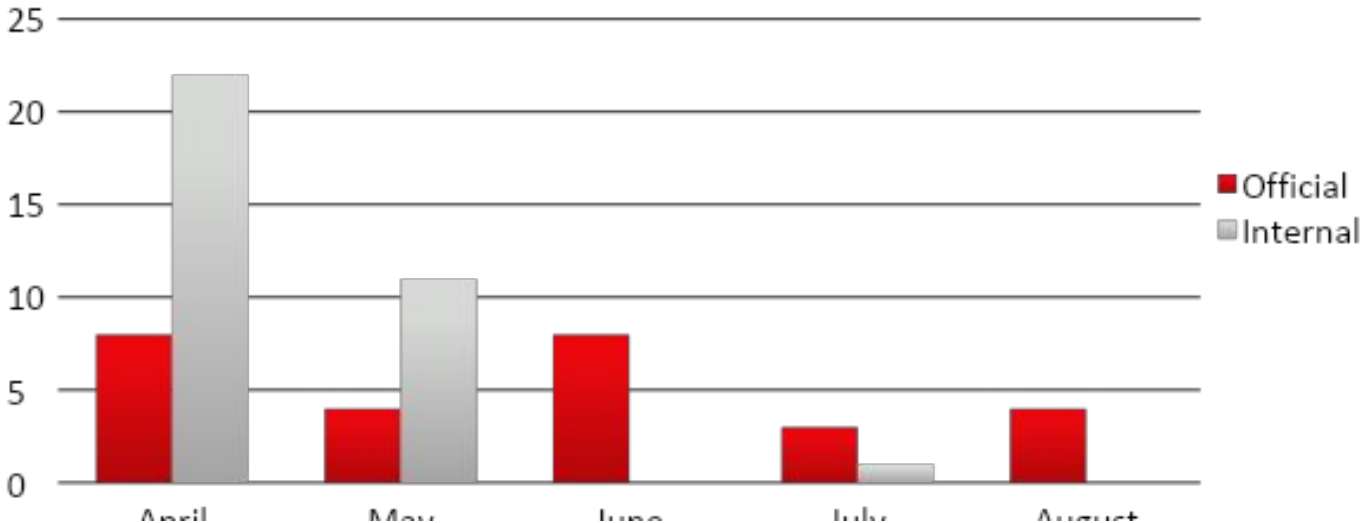
Prepares PPT for SO “Pfizer”

Controls making in time of review FWI

To work on: PBS, self-confidence

# Quali
# ty

# Internal and official mistakes. Statistics



Official mistakes
25
20
15
10
5
0
November
December
January
February
March

# Personal Skills

**Mentoring-** based on support and communication at 1-1's, proving the importance of some tasks/actions during team meetings or talking during work

**Creativity-** uploads for customers-soon, exports, macros, diversity/complexity, KPI, procedures

**Team development-** no problems with back-up's (even during work in 2-3 persons), help and support each other, hard tasks are being divided

**CAPA-** responsibility for mistakes, delegating tasks, PBS, double checking

**Being a temporary Big Boss**

**Assisting on other team meetings**

**Doing KPI Pharma**

**Conference calls-** communication with BE, SO participates, One-Note implementing

**Collaboration with TM-** all things done with help of Liudmila

**Interviews**

**New procedures created-** FIL ex-CXD, Astrazeneca, Pfizer web

**Working with calendar**

**Implementation of English day**

**Guiding Iulia's PPT**

# Goals for future

- Make uploads in JEF for 4 customers
- Finish other optimization processes that are in progress
- Developing team, raising SO's
- Find one more good person for CTW

# I'm happy to be an Expert, because CTW Team is the best

THANK YOU

IT'S A QUESTION PARTY!
MY FAVORITE!