

Aligning Supply Chain Planning and Manufacturing Processes

Industry: Biopharmaceuticals
Revenue: \$500M+
Employees: 1,500+



Mission-critical priority

The Director of Global S&OP turned to Gartner to get guidance on integrating CPFR (collaborative planning, forecasting and replenishment) to improve demand planning.



How Gartner helped

The client used:

- **Analyst review of the S&OP meeting agenda.** The Gartner analyst recommended evaluating CPFR with customers to develop a forecast that could be used as the foundation for consensus demand planning.
- **Gartner research** with a framework for evaluating CPFR with suppliers and aligning to S&OP and S&OE.
- **Hierarchy of Manufacturing Metrics** to drive alignment between operational performance and S&OP objectives.
- **Advice from a Gartner expert** on building the case for process integration.



Outcome

With Gartner's support, the client:

- **Improved understanding** of manufacturing performance drivers.
- **Defined a hybrid, triangulated process** with CPFR, S&OP and S&OE spanning demand channels.
- **Drove improvements to CPFR.** The manufacturing team defined top warehousing metrics and applied material segmentation to make CPFR more effective.