Case Study

WorldwideEdge™ — Tackling the Backlog Using Leader Standard Work Principles

WorldwideEdge™, our dedicated continuous improvement initiative, is committed to identifying operational efficiency barriers, strategic remediation, and ongoing implementation. We audited our sample management team's Quality Check (QC) reviews and determined operational improvements that support clearing pending folders significantly faster while reducing submission errors. This project is a testament to our ongoing dedication to innovative and efficient bioanalytical operations at Worldwide Clinical Trials.

Satish Kumar, MBB
Head of Process Improvement

Key Challenges

During our audit, we uncovered a few challenges that, if addressed, would significantly improve our operational efficiency, including:

1. High volume of log sheets pending QC review

2. Lack of standardized task management and communication practices

3. Lack of clarity for log sheet documentation that could impact QC accuracy

Project Objectives

→ **Enhance operational efficiency** by eliminating log sheet backlog

→ **Reduce submission errors** by implementing new work standards

→ **Ensure timely reporting** via structured communication practices

Approach & Solutions

✓ **Implement Leader Standard Work (LSW)** — We established a structured practice of daily, weekly, and monthly tasks to guide team actions. This LSW structure involved routine task management with standardized task completion and the expectation of a 24-hour correction window for any errors.

✓ **Utilize Visual Management** — We created visual boards to track errors and progress and implemented weekly reviews to foster transparency and accountability. Our visual management confirmed that any possible errors were tracked and reviewed daily on the boards.

Create Structured Communication — We established clear and ongoing goal communication through feedback loops driven by weekly stand-up meetings. These meetings facilitated rapid issue escalation as needed.

Support Continuous Improvement — Our team maintains monthly reviews to assess the effectiveness of controls, adjusting as necessary. We employ the PCDA (Plan, Do, Check, Act) cycle with DMAIC (Define, Measure, Analyze, Improve, and Control) Integration to reduce backlog and rapidly refine and sustain process improvements. Together, these components helped to eliminate and protect against future backlogs.

Adopt a New Management Plan: RACI Matrix — Our team developed a RACI (Responsible, Accountable, Consulted, and Informed) matrix to enhance role clarity and ownership. This matrix assigned specific roles to team members for completing tasks and deliverables and provided a clear framework for accountability, ensuring that each process step was systematically owned, executed, and reviewed.

Project Results

Our efforts proved effective, and through strategic innovations to our sample management, we achieved the following results:

Log sheets pending review	Turnaround time reduction	Error rate reduction
100%	**97%**	**6%**
Improvement	Improvement	Improvement

Our fully cleared backlogged sheets pending review, improved turnaround time, and error rate reductions suggested that our approach significantly enhanced our system. We increased our capacity for sample processing and created a more rigorous QC model to ensure we continuously challenged our standards.

A Model for Bioanalytical Operations Excellence

Our initiative addressed immediate operational inefficiencies and demonstrated the potential of bioanalytical adoption and sustained industry best practices. By leveraging the principles of LSW and continuous feedback, the sample control team has set a benchmark for operational improvement in laboratories, with the ongoing daily goal of accelerating efficiency and accuracy.

Worldwide
Clinical Trials

Discover how implementing LSW principles can transform your operational efficiency and eliminate backlogs — Contact us to discuss how WorldwideEdge™ can elevate your next bioanalytical study.