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## Gaining Competitative Advantage Through Your Supply Chain: the Key to Further Enhancing Shareholder Value

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## **Gaining Competitive Advantage Through Your Supply Chain: the key to further enhancing shareholder value**

Edward Sweeney, NITL

### **Background**

The international pharmaceutical business environment continues to develop at a rapid rate. Increasing interactions between economies, particularly between North America, Europe and Asia, has raised many important issues regarding transport infrastructure, logistics and broader supply chain management (SCM). Ireland is a key global location for the pharmaceutical industry. Currently 13 of the top fifteen 15 companies in the world have substantial operations in Ireland, with 6 out of 10 and 12 out of 25 of the world's top selling drugs produced here. The majority of products are manufactured for global markets.

It must be recognised that any product is delivered to the ultimate customer through a complex interaction of several companies on the way. The manufacturer's ability to give the customer what they want, when they want it, at the price and quality that they want, is not just determined by the efficiency and effectiveness of the manufacturer's own operation. Inefficiencies anywhere in the supply chain will reduce the chances of the manufacturer successfully competing against other suppliers. Without a proper focus on total supply chain management, therefore, a company will never achieve true competitive advantage. The increasingly international nature of markets and companies has resulted in many companies becoming part of large and complex global supply chains. In addition, the potential benefits associated with emerging electronic commerce technologies provide the potential to simultaneously improve customer service levels and to reduce supply chain costs. These factors have sharpened the focus on the need for improvements in all aspects of supply chain performance. In relation to the pharma sector in Ireland there is evidence that SCM concepts are being more widely embraced.

### **Defining SCM**

NITL defines SCM in terms of *Four Fundamentals*, all of which are vital to the continuing profitability of the companies in all parts of the pharmaceutical supply chain. *Fundamental 1* relates to the overall objectives of SCM. These are concerned with:

- Meeting or exceeding customer service requirements in the market; and
- Optimising total supply chain costs and investment.

Both are self evidently important. Traditionally, supply chain costs (as a proportion of total cost base) have been lower in the pharma industry than in others, resulting in a lower focus on SCM. However, as with all other aspects of the industry downward pressure now exists on supply chain costs (such as purchasing costs, production costs, transport costs and customer service costs). Simultaneously, customer service requirements are becoming more and more demanding. *Fundamental 2*, relating to SCM philosophy, recognizes that a supply chain is only as strong as its weakest link. This is as true in the pharma industry as it is in any industry. It requires that raw material suppliers, distributors, manufacturers, retailers and others work together in new and innovative ways. It further requires that barriers between internal functions and activities to be tackled. *Fundamental 3* is concerned with the efficient and effective management of material, money and information flows throughout the supply chain. The latter (i.e. management of information flows) is of particular importance. Significant investment in information and communications technology (ICT) in the pharma industry in recent years bears testament to this. *Fundamental 4* requires companies, particularly in an environment where outsourcing of supply chain functionality has become more common, to re-appraise both internal and external customer/supplier relationships.

### **Characteristics of SCM Excellence**

So what are the characteristics of SCM in evidence in companies that might be regarded as world class. “World Class” in this context means companies that have been successful in tough, competitive international markets over a sustained period of time. It is impossible to develop an exhaustive list of the characteristics of SCM excellence but the following four elements appear to be of critical importance for most companies in most sectors:

- Identification and measurement of customer service because *customer service ‘sets the spec’ for supply chain design*
- Integration of supply chain activities and information because *many supply chain NVAs are caused by fragmented supply chain configurations*
- SCM a senior management function because *SCM is a strategic activity*
- Establishment and measurement of supply chain key performance indicators (KPI’s) because *what gets measured gets done!*

This is based on documented evidence of SCM “best practice” and allies with the author’s experience in a range of sectors. Whilst pockets of excellence undoubtedly exist, in Ireland generally and in the Pharma industry specifically<sup>1</sup>, it is clear that there is significant room for improvement.

### **Concluding Comments**

The changing dynamics of sector globally has resulted in a situation where the effective management of pharma supply chains is becoming increasingly regarded as a major source of competitive advantage. In short, the potential exists across the industry to significantly enhance shareholder value through the adoption of SCM thinking. The regulatory environment in which the industry operates brings its own particular challenges but these are not insurmountable – rather they require that creative SCM strategies be developed, and then executed superbly, with strong attention to detail. NITL’s ongoing research is continuing to monitor the rate of development of SCM capability in the sector.

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<sup>1</sup> NITL’s recent “SCM Barometer” study provides evidence of this. Please contact the author for further information.