

# **Strengthening Partnerships with External Business Partners in Statistical Programming: The Why and The How?**

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# Content Outline

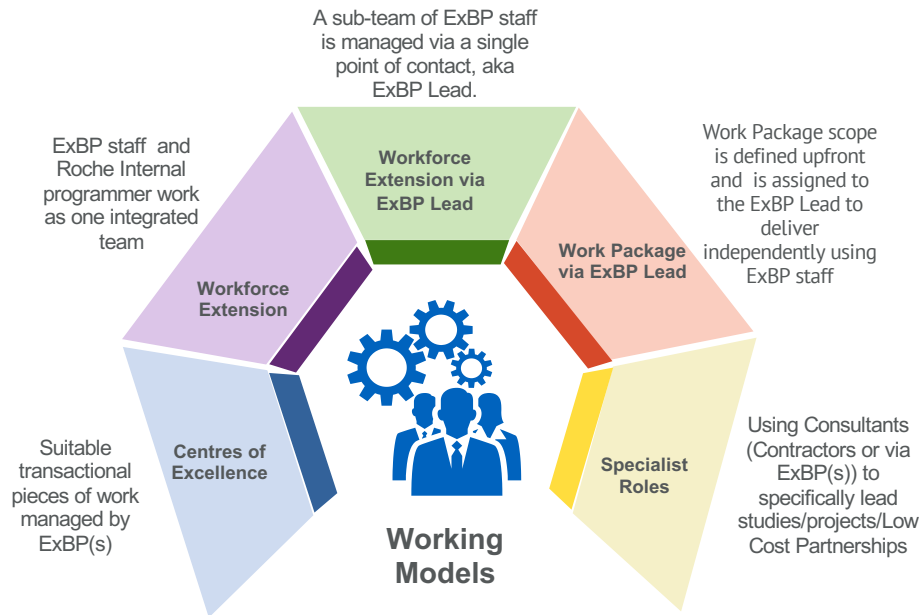
- **Context & Problem Statement**
- **SEP Objectives and Focus Areas**
- **SEP Deliverables**
- **Implementation Strategy**
- **Measures of Success**

# The Context

## Roche Pharma Vision 2030

*Providing more patient benefit at less cost to society*

- To achieve the Pharma Vision, we need to optimise our resources to ensure the minimal cost, thus Strengthening External Business Partnership (SEP) play a crucial role in realising this ambitious goal.



# The Problem Statement

- Although we've had an overall successful partnership between Roche and External Business Partners (ExBPs), there have been few areas for improvement considering various cases when the issues were experienced by the project teams
- There's a strong business need to strengthen Roche ExBP partnership as ExBPs are a part of business strategy to deliver our portfolio to patients with speed



WHY?

# The Objective and Vision

## SEP Vision : To improve the success rate of Roche ExBP Partnerships

### Objectives

- Identify root causes, analyse and address them to ensure better performance.
- Embed *Partnership mindset* among internal and ExBP programmers to ensure that ExBPs are equally considered for any changes of Roche tools, systems and processes.
- Instil Roche statistical mindset to the ExBPs.
- Arm internal programmers with strong soft skills to strengthen ExBP partnership.
- Upskill ExBPs, particular ExBP-Leads in the “Roche way of working” to fully understand Roche processes, tools, system and culture.
- Ensure both internal and external programmers are aware of their roles and responsibilities
- Empower Project teams with relevant tools and processes for better people/project management.
- Train programmers on these tools & processes and ensure that the expectations are aligned between Roche Leads and ExBPs.

# SEP Focus Areas

## Subteam 01 : Mindset Shift

To embed a 'Partnership mindset' among our Internal Leads and Staff working with ExBPs and ensure that ExBPs are 'proactively' considered for any changes to Roche tools, systems and processes. Instill Roche mindset to the ExBPs



## Subteam 02 : Upskilling

To identify skill gaps and upskill our Upskill internal staff with the right knowledge and skills to improve ExBP partnerships. Upskill ExBPs (in particular ExBP-L's) in the "Roche way of working" to fully understand Roche processes, tools, system and culture



## Subteam 03 : Tools & Processes

To empower our project teams (with relevant tools and processes) to improve ExBP partnerships. Train programmers to use these tools & processes and ensure that the expectations are aligned between Roche Leads and ExBPs.



To ensure statistical programmers are aware of their roles and responsibilities whilst working with ExBPs.

## Subteam 04 : People & Engagement

To identify, establish and implement various engagement channels to strengthen Roche ExBP Partnerships



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# SEP Deliverables

- SEP Mindset - ExBP Use cases
- Effective Partnership workshops
- Project Management Essentials workshop
- Project Management guide for working with ExBPs
- ExBP Onboarding guidance
- Mentorship Program

**HOW?**



# Implementation

Ensuring a sustainable mechanism for SEP adoption for the future

## Adoption/Awareness

- Driven by Comms Plan with input from Core Team
- **Encourage Managing ExBP-(D)Ls - A Mindset Shift**

## Maintenance

- Volunteers from Core Team to take **ownership of deliverables** and adapt/maintain in the future

## Reinforcement

- Form **SEP Advocate** Network
- SEP Local advocates to drive adoption and change at their sites through:
  - Coaching
  - Check-ins
  - Communications
- ExBPs support vendor needs

# Measures of Success

- Overall improvement in the Customer Satisfaction Survey Scores for ExBPs (One of the Key Performance Indicators (KPIs) for Roche -ExBP Partnership).
- Overall reduction in the number of escalations for ExBPs.
- Improvement in the onboarding processes.
- Overall reduction in the involuntary offboarding.





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