Bridging the Global Divide
Analytics update
J&J – a trusted brand name with a footprint across 70+ countries

J&J
- Consistently in Top 20 for FORTUNE 500 Most Admired Companies - #1 in Pharmaceutical
- Consistently in the Top 15 for World’s Most Reputable companies
- Globally trusted brand by doctors, patients, moms and dads

J&J
- 70+ countries with regional products and configurations
- 50+ operating companies
- 75+ ERP Systems; 100+ manufacturing and distribution centers
- 1000+ suppliers with 10B+ in spend fragmented across the globe

What does this mean
- Delivering life saving products on a consistent and timely basis is not merely a competitive advantage
Where are we – and how do we rank on the Gartner curve

- Gartner model indicates significant number of healthcare companies in early stages of maturity
- Big data and analytics – significant investment in customer analytics – psychographic and behaviour predictive analytics to target new products and markets
- Prior history of high margins meant data and analytics wasn’t the prior competitive advantage – now fast becoming table stakes

- Significant infusion of talent to understand business issues and resolve them
- Consistent infrastructure and predictive / early warning analytics investment needed
How did we structure our Analytics – BUSINESS FIRST

- Early Warning / Predictive Indicator
- Associated metric

END OUTCOME

- Customer OTD
- Stockouts / Backorders

DELIVERY COMMERCIAL & IN-MARKET

- DELIVERY Plan Attainment OTIF
- DELIVERY Quality RFT
- DELIVERY CpK

MAKE

- DELIVERY
- DELIVERY – In Quality
- DELIVERY – Readiness
- Order Management
- Field Actions

SOURCE

- MFG Plan Attainment OTIF & Schedule Attainment
- MFG - Quality RFT
- Line CpK + OEE

PLAN

- MFG – Delivery
- MFG – In Quality
- MFG – Readiness

DESIGN

- Supply – Delivery
- Supply – In Quality
- Supply – Readiness

- Demand Planning
- S&OP
- Supply Planning

- Forecast Accuracy (MAPE / BIAS / ERROR / VOL)
- Service Levels – SS and K-Loop
- Supply variability

- Process Design
- Product Design

- Process capability / R&R / Process CAPAs
- Product & System Tolerance / DESIGN CAPAs
Data Analytics Buildup – SYSTEMS LATER

Enterprise Analytical Capabilities

Individual Visualizations / Need
- Visual Factory
- JJ Quality Analytics
- Inventory Analytics
- Content Analytics

Scorecard Platform

AD HOC USER TOOLS
- PREBUILT: CUBES

Enterpise Data Warehouse Core

GDW using JJSC Data Model

Extract components of future analytics projects

Operational Analytics

BI platforms on transactional systems
- Next gen Consumer ERP DW on HANA
- ERP System Analytics
- TMS

HANA, BW, Oracle Etc.

Source System

Transactional systems

SAP ECC, LIMS, MES, Etc.

Quick Wins

Speed to Value:
- Fail Fast
- Learn Fast
- Succeed Faster
Reliability and Analytics – Make it a fact based discussion on root causes and action items

YTD UFR Breakdown

95.0

2.5

1.0

1.0

0.5

100.0

YTD LIFR

Plan Attainment

Product Design

Demand Planning

Process Design

Total LIFR

Plan Attainment Breakdown

1.5

1.0

2.5

Equipment

Staff

Total PA

Product Design Breakdown

0.8

0.2

1.0

Design process

Design Equipment

Product Design

Demand Planning Breakdown

0.5

0.5

1.0

Commercial Underforecast Agreements

Total Demand Planning
Analytics – Helps quantify the correlation between different individual SCOR tree branches and LIFR

Case example – Plan Attainment

X% miss in component PA results in X% miss in LIFR (at x% confidence interval)