

## Clinical LIMS Project Lessons Learned

**The Situation:** One year and one million dollars over budget - that is what it took to get a clinical LIMS into production. Those metrics were reason enough to evaluate a clinical LIMS implementation project of a major biotech company to learn and capitalize on lessons for future projects.

**The Solution:** ResultWorks conducted a two month assessment of the project by interviewing key people from the project team to end users to management. They formulated a strawman perspective of the project around key areas – project planning and management, communications, resource management, use of methodology, and validation planning and execution. Based on the strawman, they facilitated a one-day Result Session<sup>SM</sup> with selected team members to gain deeper insights into problem areas of the project. The outcome of the Result Session<sup>SM</sup> was presented to the stakeholders by the ResultWorks team. Final lessons learned documents were presented in presentation and document form for further use by the client team.

### The Findings:

1. **Project Management:** Dedicated and experienced project management would have made a dramatic difference in the project from the outset.
2. **Planning:** Detailed project planning would have enabled more effective management, communications, and expectations setting.
3. **Communications:** More frequent and more detailed communications would have set realistic expectations and facilitated management involvement at critical junctures.
4. **Resource Management:** Project resources needed more focus while end users needed more effective participation throughout the project.
5. **Management Involvement:** The project team could have benefited from more direct involvement of senior management in setting priorities, helping with critical decisions, and keeping the organization focused on agreed objectives.

### Key Benefits:

1. **Closed the loop:** Team frustrations and improvement ideas were voiced yielding recommendations for management of projects going forward.
2. **Actionable:** Specific actions were identified for immediate impact on current projects.
3. **Seeds of Change:** Issues raised caused a rethinking of organizational and project structures to achieve greater success in the future.



“This was very useful. The discussion of issues allowed us to identify and commit to a path forward. We are putting the necessary attention against it now.” -- Vice President of Clinical Pharmacology

### About ResultWorks, LLC

ResultWorks, LLC, a professional services company, specializes in transforming the business strategies of Life Sciences companies into successful technology and process harmonization initiatives. Remarkable results are achieved through skilled facilitation and exceptional management leadership. Consistent quality is delivered across a broad variety of challenging engagements through ResultWorks’ signature methodology. The Result Session<sup>SM</sup> is the cornerstone of that methodology yielding collaboration and rapid decision-making while balancing process, user and technical requirements.

For more information about ResultWorks, please contact us at [Marketing@ResultWorksLLC.com](mailto:Marketing@ResultWorksLLC.com).