Magic Supplier Collaboration
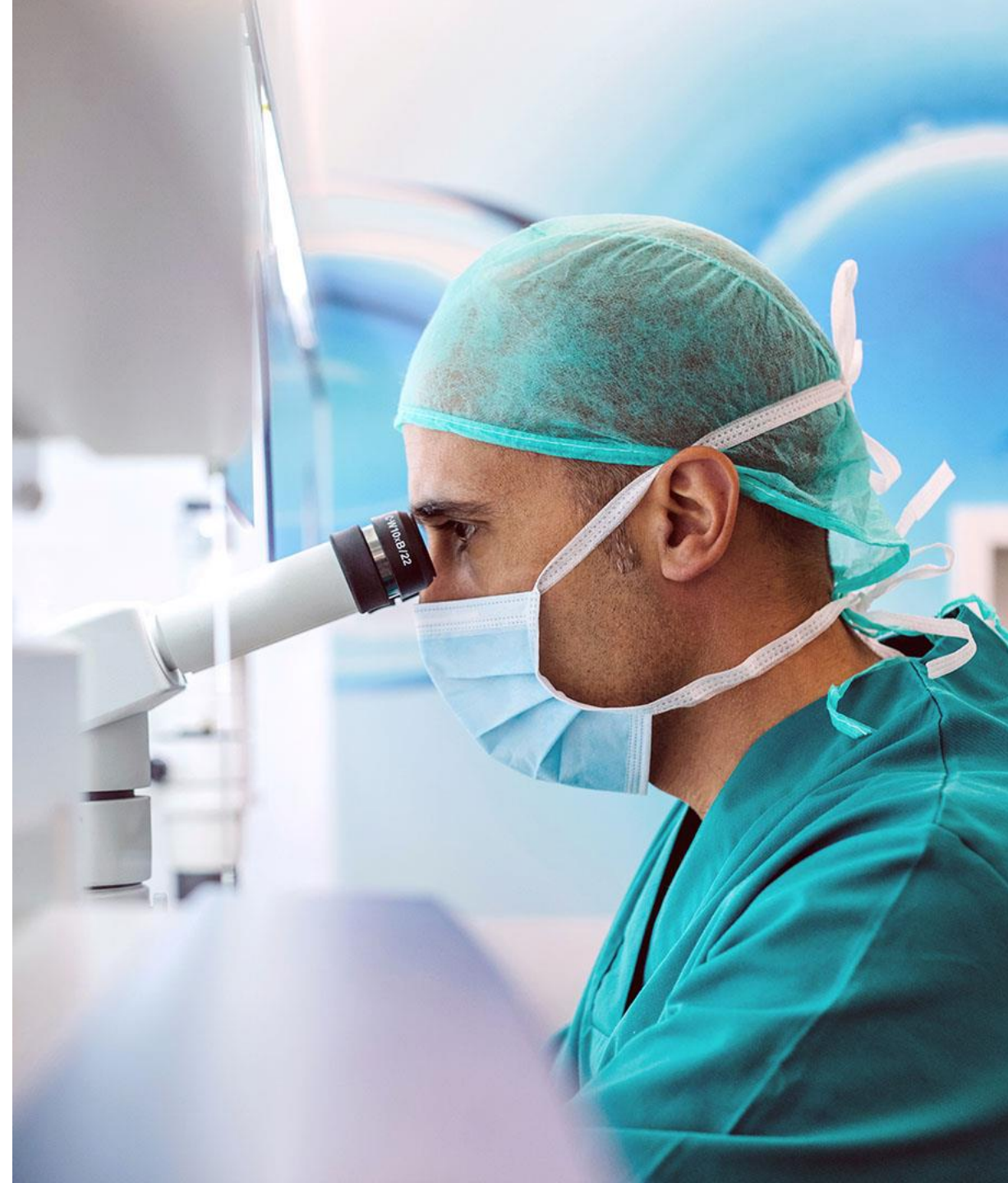
Make Cytiva Sourcing and our suppliers more effective through better processes and systems

June 2020

The Global Life Sciences Leader
you already know

Supplier Collaboration - Digital support for Request for Quote (RFQ) management and enablement of secure supplier access to real-time part information ("drawing access")

Problem Statement:

- Email based ad hoc RFQ process and lack of standardized RFQ templates
- No system support for RFQ process and for sharing of data with suppliers
- Lack of transparency and traceability for RFQ's, supplier initiatated changes and supplier change notifications
- High level of manual non-value adding work to share part data with suppliers
- Person dependent RFQ process

Goal:

- Easy-to-use Supplier portal
- Digital RFQ process tailored for LS needs
- Standardized RFQ templates to fit LS needs
- Secure "drawing access" for supplier to parts Supplier provide to Cytiva
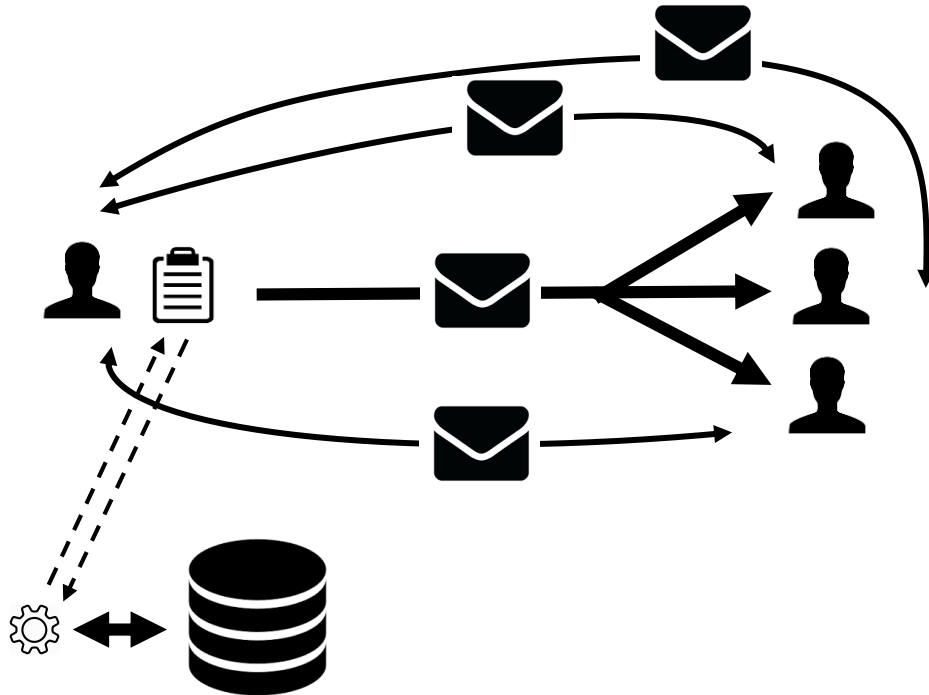- Intuitive bi-directional collaboration tool to request and share data
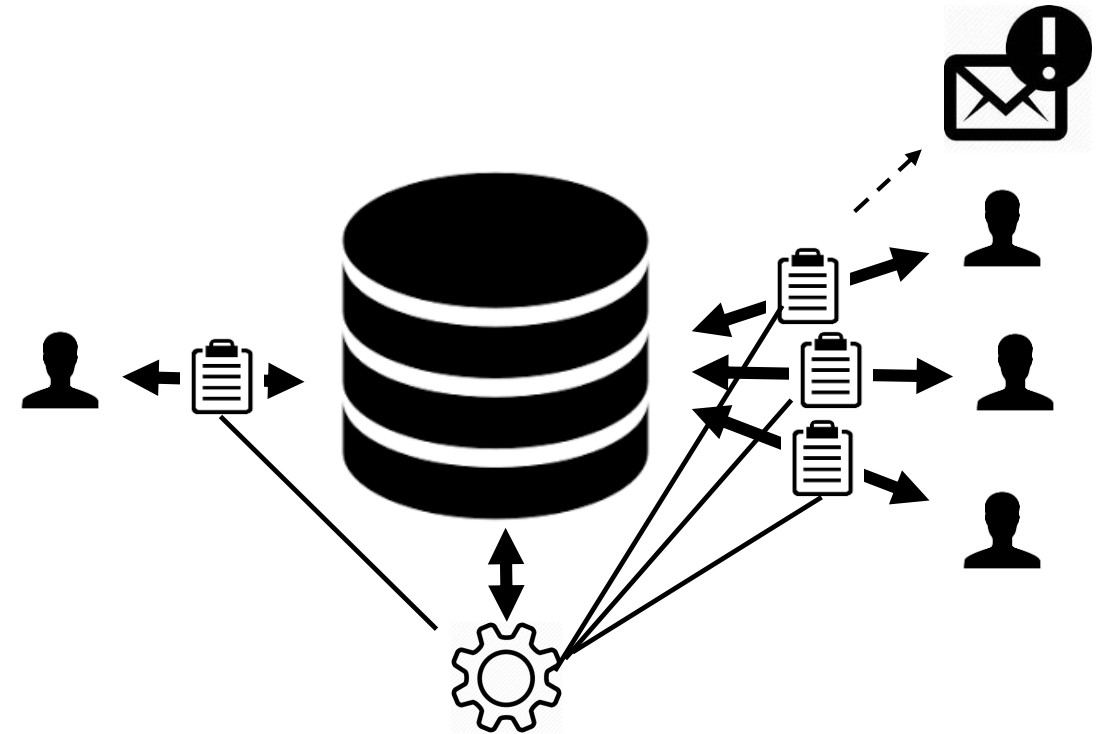
Launched to users: February 2020

Cytiva

Magic Supplier Collaboration Portal

Managing Supplier Collaboration Processes

As-Is (manual uploading & update & **many emails**)

To-Be (seamless communication and updating)

Cytiva

Magic Supplier Collaboration Portal

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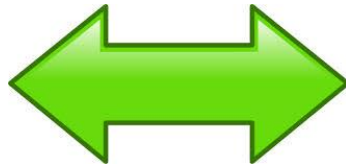
Benefits with the Supplier Collaboration Portal

- Instant bi-directional communication tool for highly flexible, instantaneous and paperless communication between our company and our suppliers

- One-Stop-Shop to access Cytiva part info (access EBL's, specifications, general standards), RFQs, respond to Cytiva questionnaires and surveys

- Controlled access for suppliers to documents like standard policies, procedures and engineering specifications

- No need for supplier to store Cytiva part related info on local servers

- Collaborate with suppliers on production readiness (supplier production part approvals) and change requests (either party can initiate such requests) as well as quality concerns and ongoing improvement:

- Electronically request, review, enrich, and approve specification data from suppliers. Capture the data using common, user-friendly templates for multiple specification types.

- Contact info for Cytiva persons will be maintained in the Magic Supplier Portal (buyers, QA, SQ...)
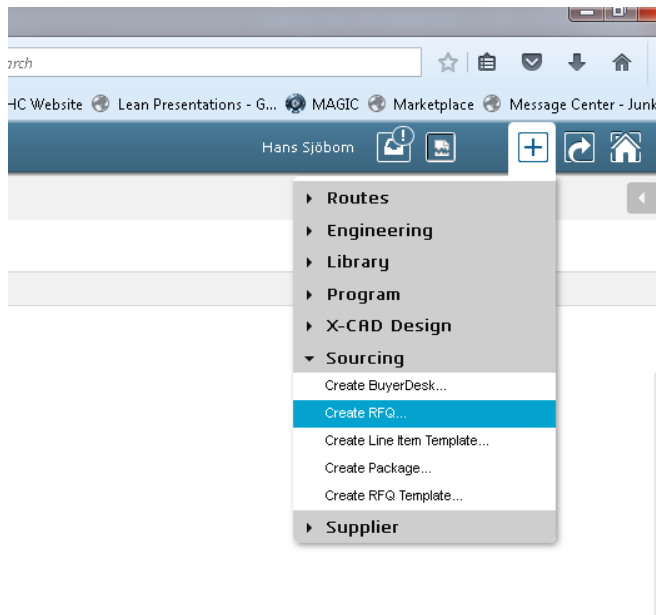
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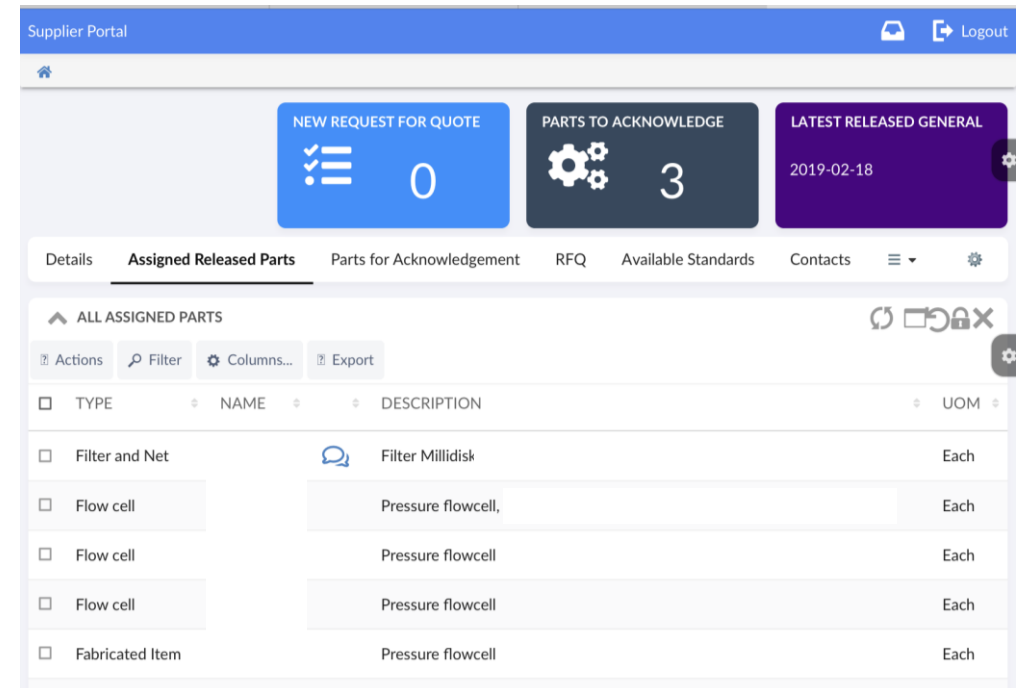
Basic setup/structure for Supplier Collaboration

Cytiva Staff (buyer) work in internal PLM system (Magic) for managing Supplier Collaboration Processes.

Supplier access to"own" parts and Bill of Materials , manage RFQ response, and collaborate on part changes with Cytiva Sourcing via the Supplier Portal.

Cytiva

This is how the Supplier Collaboration Portal looks like

This is how the Supplier Collaboration Portal looks like on a tablet & smartphone

Tablet

Smartphone

Cytiva

Magic Supplier Collaboration Portal
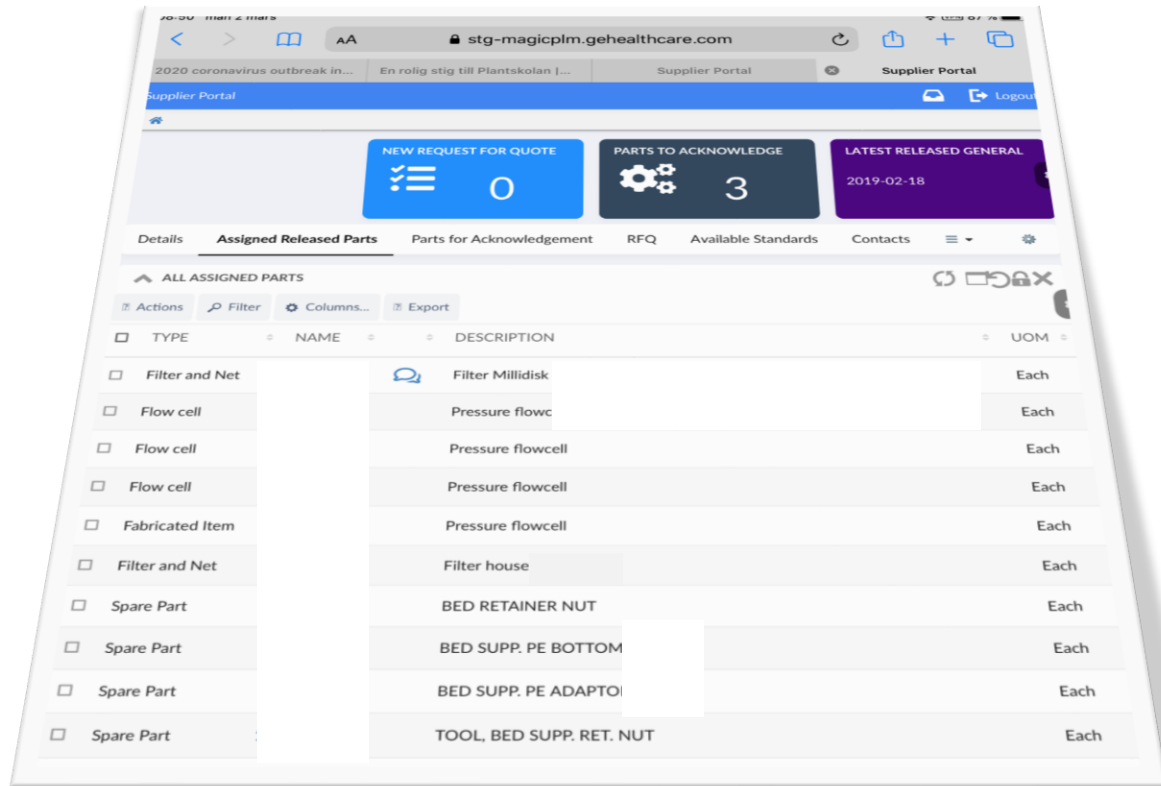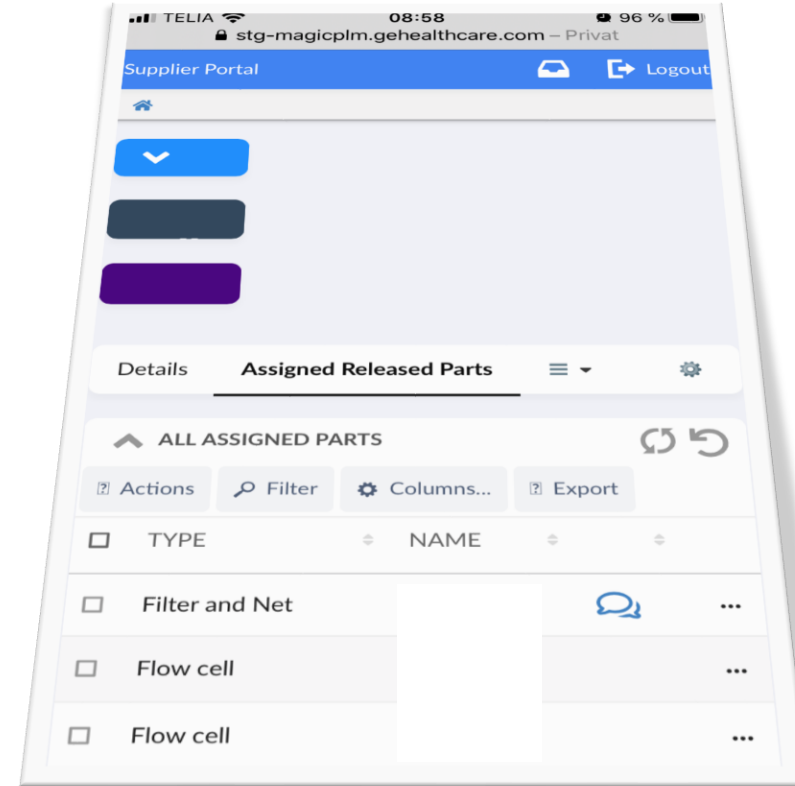
Supplier Feedback from first roll-out wave

Overall positive feedback from the three initial suppliers

Supplier A:

"We see that we will be able to handle the approval of documentation and specifications in a constructive and structured way.
The big advantage is that we can gather everything in one place and visually see which cases are open.
We look forward to the system being developed as it visually makes it easy to work."

Supplier B:

"In general, this tool looks very positive. Data is linked and the risk of missing information is very small. E-mails have the characteristic that they can disappear in the crowd... In short, the opportunity to increase the quality of the information is considerable."

Thank you