



ABOUT

Novartis is a global healthcare company based in Switzerland that provides solutions to address the evolving needs of patients worldwide. Novartis Pharmaceutical Production in Stein decided to outsource the workforce of their Microbiology Department to ALTEN. The need includes:

Environmental Monitoring

- Water, sterile, non-sterile
- Cell & Gene Therapy

Analytical Science and Technology

- Microbiology and qualification

Microbial Enumeration

- Testing and validation

Nutrition Media

- Control and production

Sterile Laboratory

ALTEN ACTIVITIES

- Ensure continuous operations in 11 Laboratories
- Ensure continuous support of pharmaceutical production
- Ensure quick solving of deviations and support of release of medical products
- Manage a team of 48 analysts
- Continuous qualification and requalification of analysts
- Participation and initiation of improvement projects (e.g. SAP-paperless working)
- Continuous monitoring and improvement of ALTEN-TEAM performance
- Flexible adaption to sudden demands and changes

STANDARDS & TOOLS

- Mood Radar (monitoring of team performance and satisfaction)
- Skill Matrix (monitoring of qualified analysts)
- Customer satisfaction surveys
- ALTEN reporting templates



48 FTE



2018 - 2023



Switzerland (Stein)



Time & Material

ALTEN ADDED VALUE

- ▶ Enable Novartis management to react quickly and flexible to upcoming challenges
- ▶ Organizing and managing laboratories and appointed teams
- ▶ Take-over of all HR - related activities and responsibilities
- ▶ Continuous gathering of Key-Performance Indicators
- ▶ Application of already industry proven methods for team management and monitoring
- ▶ Highly - flexible deployment of staff
- ▶ Reliable & fair partnership for cost-effective operations