

Return Process Improvement



Incyte (2024). Incyte Solve On.

Problem Statement

Incyte's market in Europe has grown rapidly due to the increasing approval of SKUs across multiple countries, expanding medication accessibility but adding complexity to supply chain management. While the number of product returns has risen significantly, the main challenge lies in the complexity of the return process and the extensive resources required to handle each case.

Unlike other industries, pharmaceutical returns must comply with strict regulations on product integrity, expiration dates, and cold chain requirements, making reverse logistics highly complicated. Since returned pharmaceutical products often cannot be resold or reused, each return demands thorough quality checks, controlled disposal, and compliance with legal requirements, increasing costs and operational burdens.

Solution Concept

Incyte's returns management will be optimized by establishing a single source of truth in SAP, eliminating data fragmentation, and enhancing visibility through real-time dashboards and KPIs. Standardizing workflows, updating documentation, and improving cross-functional collaboration will streamline processes and reduce inefficiencies.

Results

The implementation of Incyte's returns management improvements has significantly reduced manual processes, eliminated duplication, and enhanced automation. Previously, the process relied on 23 manual tasks with only two automated steps, leading to inefficiencies and delays. Now, with the automation of key tasks and reduce of waste, the process consists of only nine manual and five automated steps, improving efficiency and reducing workload.

Incyte has established a single source of truth, eliminating outdated trackers and enhancing data accuracy and collaboration across departments. These improvements were not just proposed but largely implemented, marking a major transformation towards a streamlined and data-driven returns management system.

Sebastian Carpio Mosquera

Advisor
Fabio Mercandetti

Expert
Philipp Morgenthaler

Cooperation Partner
Incyte



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