

Fit for success in the marketplace

Integrated processes and visionary organisation for sustainably coping with growth



Successful acquisitions, innovative systems solutions, tapping new customer segments, higher production volumes – these strategic and operational challenges have led to bottlenecks in operations. To meet those dynamic market challenges, both the processes and the organisation needed in-depth review and reorientation. The resultant strategic roadmap ensures dedicated and ongoing development.

The Client

- QIAGEN Instruments AG, CH-Hombrechtikon, subsidiary and competence centre of the globally active QIAGEN group
- Development and production of complete systems for molecular biological processes (laboratory applications)
- Number of employees: approx. 170, with continued growth (Hombrechtikon location)

The Objective

- To establish a group-wide process model
- Achieve an end-to-end core process – from internal customers to end customers
- Develop a growth oriented organisation for the operations sector

The Solution

- Group-wide harmonised and transparent management, core and support processes
- Core processes (fulfilment) with clear tasking, competences, responsibilities
- Scalable organisation for the operations sector. Other fulfilment locations can be seamlessly integrated at any time. Strategic tasks will be undertaken on a cross-location basis.
- Newly defined key positions for strategic procurement, operational fulfilment management, and for setting up the business unit Refurbish and Spare Parts
- Further-reaching measures (roadmap) oriented to the strategic objectives of securing output, increasing efficiency, fulfilling regulatory market requirements

The Client Benefits

- Reorganisation implemented within 3 months of concept presentation.
- Necessary new recruitments have been accomplished; all key positions coherent with the target organisation are filled.
- The organisation is ready to cope with the planned growth.
- Strategic (project related) challenges can be tackled effectively.
- Clearly defined processes and organisation ensure high levels of employee empowerment and motivation.