

Case Study

Pillar5 Pharma | Canada | Pharmaceutical

A pharma leader empowers leadership to deliver performance excellence

Optimisation of practices results in a 107% increase in production

Pillar5 Pharma Inc. is a leading Canadian Contract Development and Manufacturing Organisation (CDMO) across the North American market.

The challenge

To support growth and improve overall performance, Pillar5 Pharma sought ways to boost productivity in weekly aseptic bottle production, involving all steps of the value chain.

Achieving this goal required a focus on both operational efficiency and leadership practices. The organisation set out to increase available run time, reduce line downtime and startup losses, and ensure compliance with new regulatory standards by strengthening its leaders' management skills and establishing a performance-based communication structure.

The approach

Pillar5 Pharma partnered with our dss+ Humex experts, who developed the management skills of 33 leaders at all levels through workshops and personalised coaching. Their roles and responsibilities were defined and clarified.

The organisation also introduced regular active supervision tours and Steering Committees to foster dialogue on performance, track objectives, and ensure continuous improvement. More effective staff management led to increased available run time on the filling lines.

The implementation of UTrakk Daily Management System (DMS) facilitated action and opportunity management, access to accurate operational data, and real-time sharing of information across teams.

The inflection point

"I've learned a lot during this process. I feel like I'm able to take on a bigger role and challenge myself and my team to achieve better results."

Jason Prins
Formulations Manager
Pillar5 Pharma

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Impact on the ground

107% increase in weekly aseptic bottle production	**24.6M** additional bottles annually	**50%** increase in incremental EBITDA	**4x** more active supervision	**22%** improvement in management skills	**64%** improvement in management effectiveness

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