Novartis (Bangladesh) Ltd

About Novartis (Bangladesh) Ltd

The Switzerland-based Novartis Group operates in 140 countries employing 100,000 staff around the globe. In Bangladesh the company runs a large pharmaceuticals plant and research base. When the company contracted out its cleaning and pest control services it needed a partner who could deliver to the most exacting international standards and meet the required high performance levels at regular audits carried out by international teams.

The PCS Solution

Our service delivery is based around specific work schedules and key performance indicators. Staffs are trained on an ongoing basis to ensure international standards are met.

The Client Benefits

The client benefits of our approach include:

- An international partner with specialist pharmaceutical knowledge and experience who can meet the exacting standards required
- The capital investment in specialist machinery and equipment and human investment in continuous staff training
- Cost efficiencies from the introduction of automated equipment
- The use of environmentally friendly products sourced via our world-wide sustainable procurement procedures
- Adherence to international standards for health and safety and quality assurance.

The PCS Approach

Our operational plan was drawn up after a site survey and consideration of the particular needs of a pharmaceutical environment.

We then established work patterns and schedules and the separation of equipment and materials for the different areas - with specific rules and staff training for the production areas.

With the benefit of product knowledge from the wider OCS Group, we then invested capital in introducing a range of specialist automated cleaning equipment which is rarely used in this part of the world.