



## Multinational Nutritional Company in China praises Wayahead's effective and timely support

### Customer Background

The Suzhou Wyeth Nutritionals Company Limited (WNC) has been manufacturing Wyeth's world renowned women and infantile nutrition products for the Chinese market since the 1990s. These products are S-26 MaMa, Promise Gold and Progress Gold.



In 2003, 3WS was installed, validated and commissioned in a record time of 6 weeks. WNC was the first Wyeth 3WS site in China and is the eleventh Wyeth plant to use the Wayahead software.

### Customer Requirements

Based on 3WS track record and long association with Wyeth since 1990, Wyeth's US based Senior Management recommended WNC to install 3WS. Initially, WNC's local management raised a concern regarding post-installation support by Wayahead.

However, as Mr. Jiang Xi, WNC's 3WS administrator explained, "For the past four years of operation, 3WS has been very stable and it has never shutdown since 2003. We use the system around the clock, 24 hours per day, 7 days a week. We are also very satisfied with

Wayahead effective and timely support". Consequently, 3WS is running steadily and Wayahead's support worked way above WNC's expectations.

***"We are also very satisfied with Wayahead effective and timely support."***

*Mr Jiang Xi, 3WS administrator, WNC*

### Wayahead Solution

3WS is extensively used at WNC. The barcode labeling function in 3WS is used in WNC's warehousing, QA, Dispensary and Manufacturing. The design of each label has been customized by WNC, to suit their requirements.

<b>QUARANTINE</b>	
待检	
	
Label 1 of 1	
Arachidonic Acid Oil Blend 花生四烯酸	
<b>ITEM NO.</b>	X9962
<b>RECV. NO.</b>	0034254
Qty (NW)	2220
U.O.M.	Kg
Date Rcvd	2006-10-17
Vendor Lot No.	061014
Quarantine QC Label	

Other 3WS functions heavily used is the visualized weighing displays and control with tolerances, LotNo FIFO feature and allocations, Lot expiry date checking and the automatic interfaces between 3WS and SAP. These interfaces transfer material, lotnos and work order downloads from SAP and material usages upload back to SAP.



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*Mr Jiang Xi, 3WS administrator, WNC*

When asked the benefits of using 3WS, Mr. Jiang Xi said that “We can use the scanner in the compounding area without any key-in actions. Moreover, the dispensing at WNC has become more accurate without the double check after the introduction of 3WS”.

There are currently three dispensaries in operation at WNC. They are used 24 hours, 7 days a week.



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*Mr Jiang Xi, 3WS administrator, WNC*

## Future Developments

Future 3WS developments and expansions are being considered at WNC. In particular to further automate the SAP-3WS interfaces and minor improvements on the printing of Chinese characters in 3WS.

The introduction of the FDA-level Audit Trail is also planned.

SITE SUMMARY	
<b>Company Details</b>	
Company Name	Suzhou Wyeth Nutritionals Company Limited
Location	Suzhou People’s Republic of China
Industry	Nutritional
<b>Technical Details</b>	
3WS Modules	Dispensing Labelling Manufacturing Interfaces with SAP
3WS Platform	Windows Server 2003, Windows XP Professional
3WS Database	Oracle 10G
<b>MAJOR BENEFITS</b>	
<ul style="list-style-type: none"> <li>• <b>Effective and timely support</b></li> <li>• <b>Costs saving from eliminating second checker</b></li> <li>• <b>Manufacturing check using mobile PC (radio frequency barcode scanners)</b></li> <li>• <b>TGA/FDA compliant and validated</b></li> <li>• <b>Secure, computerised, paperless system</b></li> </ul>	