



Performance Improvement Consultant of the Year

Shiow Wei Goh, Deloitte

Shiow Wei is a Senior Manager in Deloitte's Strategy & Operations practice, where she focuses on performance improvement and leading transformation within the Life Sciences & Healthcare sector. Before joining Deloitte, Shiow Wei practiced as an oncology pharmacist. Today, she combines her 'frontline' experience of working with patients and healthcare professionals with strong consulting methodologies to lead clients through challenges around:

- Optimising Research & Development (R&D) processes and transforming business models to help bring safer drugs, better services and information to patients
- Maintaining compliance in an increasingly complex regulatory landscape

Shiow Wei's recent work with a top 10 global pharmaceutical company includes:

- Leading a large-scale global programme across 30+ countries and 100+ stakeholders to identify gaps in how drug safety (side effect) data was collected from clinical trial sites. The programme successfully mitigated risks against potential audit findings; enabled cross-functional collaboration; and most importantly, improved the collection of data for risk-benefit analysis to bring safer drugs to patients
- Leading a process optimisation project that enabled the client to meet regulatory and public demand for transparency and access to the latest clinical trial data. This was important in enabling patients with cancer to make informed decisions on their treatment options and participation in clinical trials
- Leading the redesign of a global operating model to help the client deliver its strategy and build capabilities to deliver more patient centric services and personalised medicines to patients.