

Session 7.2

How Alcon Utilizes Kneat as a Catalyst for Harmonization





How Alcon is Using Kneat as a Catalyst for Harmonization

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Alcon
SEE BRILLIANTLY





Agenda

- Alcon Background
- Problem Statement
- Approach/Work
- Outcome/Future
- Q&A

Alcon Background

a legacy of innovation



Alcon's over *75-year history* of success rests on a foundation of industry expertise, leading brands and a winning mindset.

We aspire to lead the world in innovating *life-changing vision* products because when people see brilliantly, they live brilliantly.

We are an *innovation leader* with 1,800 dedicated Research and Development (R&D) associates, more than 100 projects in our development pipeline, and one of the *largest R&D commitments* in the market. In 2023, we invested over \$828 million in R&D.

Our legacy is rich with *industry firsts*. We rely on and value strong customer relationships. Our future will build on that record.

Alcon

Positioned #1 or #2 across product categories

Surgical

Implantables

Consumables

Equipment/Other

Vision Care

Ocular Health¹

Contact Lenses²

Key Brands

Clareon. PanOptix.
IOL

Clareon. Vivity.
IOL

Clareon. Monofocal
IOL

HYDRUS[™]
MICROSTENT

Alcon
CUSTOM PAK



INTREPID[™] PHACO TIPS

CENTURION[™]
VISION SYSTEM

constellation[™]
VISION SYSTEM

SMARTCataract

LEGION

ARGOS[®]
with Image Guidance by ALCON[®]

wavelight

Systane[®]
LUBRICANT EYE DROPS

Pataday.



OPTI-FREE

CLEAR CARE

rocklatan[™]
(netarsudil and latanoprost
ophthalmic solution) 0.02%/0.005%

rhopressa[™]
(netarsudil ophthalmic
solution) 0.02%

EYSuVIS[™]
(loteprednol etabonate
ophthalmic suspension) 0.25%

DAILIES
TOTAL 1[®]

PRECISION 1[®]

TOTAL 30[®]
ONE-MONTH-REPLACEMENT CONTACT LENSES

2023
Sales

\$1.7B

\$2.7B

\$0.9B

\$1.6B

\$2.4B

1. Market position excludes Rx.

2. #2 in branded contact lenses; excludes private label and myopia management solutions.



Alcon
around the globe





Mission & Objective

Build Roadmap to Digital Lab



Data Lifecycle Management

Analyzing for Continual Improvement
Smarter - Faster - Better



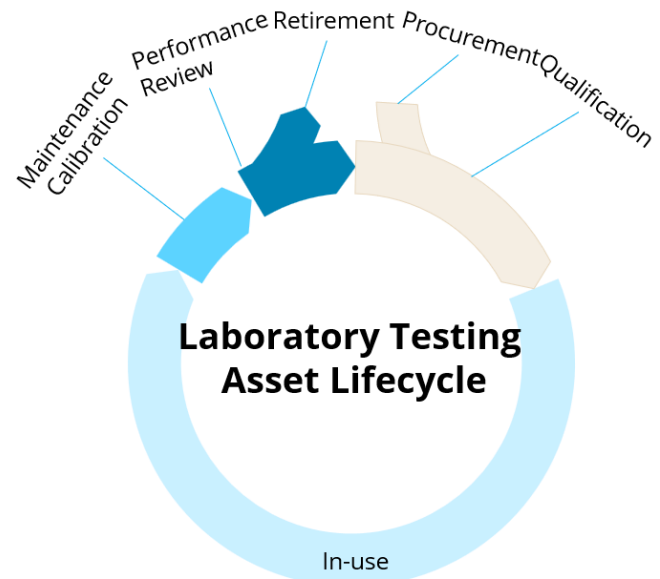
Steps within the Qualification Phase of the Asset Management Lifecycle



Lab Testing Assets

Life Cycle Phases

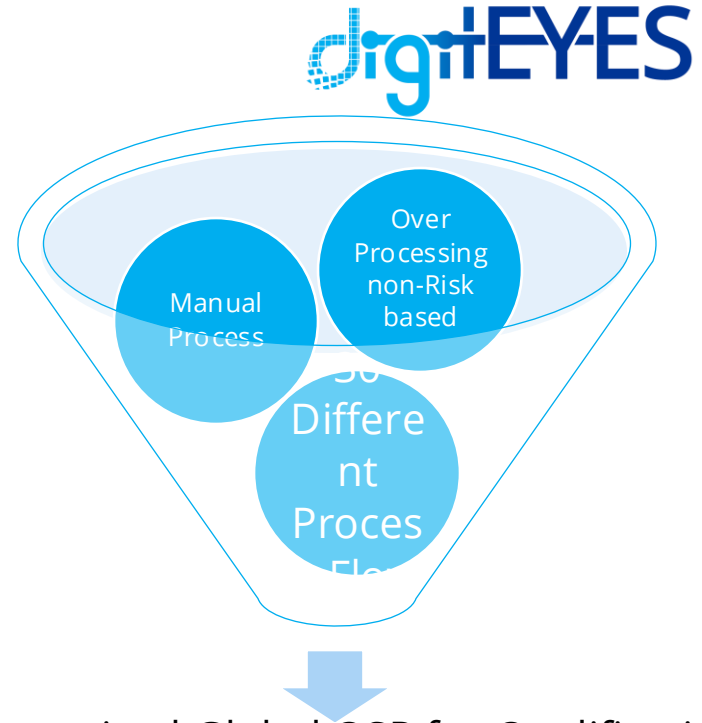
- Procurement
- Qualification
- In Use
- Maintenance
- Performance Review
- Requalification
- Retirement



Problem Statement

Problem Statement

- Many different business processes
 - Definitions
 - Roles and responsibilities
 - Approval process
- Differing interpretation of regulations by site
- Manual Process
 - No standard template
 - No Electronic tool



Harmonized Global QSP for Qualification
& Maintenance phases of the Labs Asset
Management Lifecycle

Solution and Approach

Kaizen

- Goal: One Alcon business process that satisfies the regulation with no overwork.
 - Common interpretation
 - Lexicon/Language
 - Process Map
 - Pain Point Identification
 - Establish Templates
 - Deploy Tool

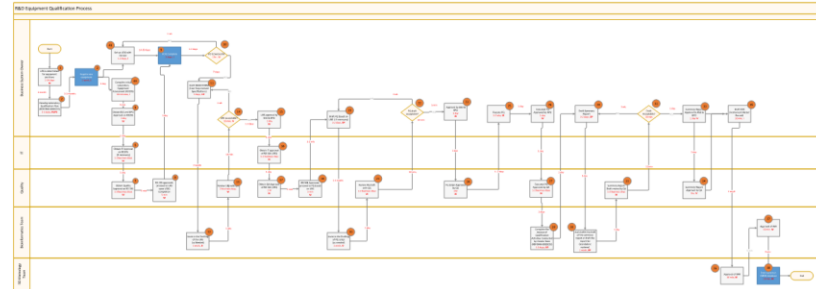
Alcon around the Globe with 14 Sites Participating



Kaizen Event - Step 1 Current State Analysis



- Analyzed end-to-end **current state process maps** for each function/site
- Captured **process element** waste type, value contribution & completion time, and **wait time** between elements



Kaizen Event – Step 2

Pain Point Analysis



Identified & categorized pain points with potential solutions

- Identified 117 Pain Points in Qualification
- Identified 47 Pain Points in Maintenance
- Brainstormed 419 potential solutions!

Kaizen Top Pain Points

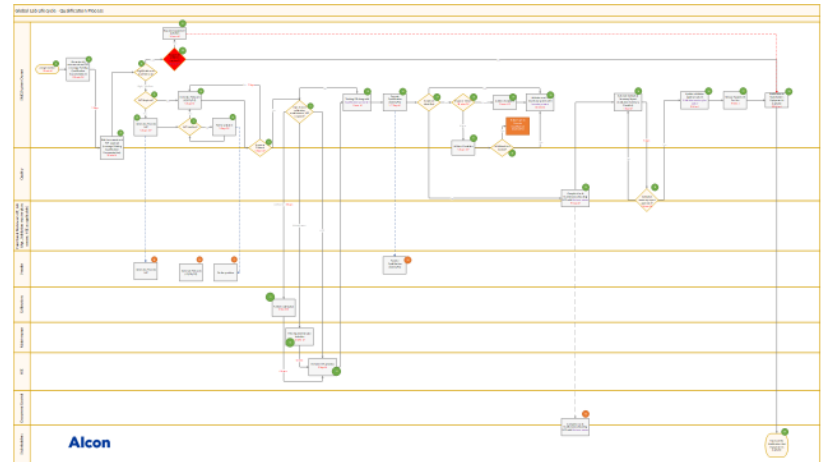
- Procedure inadequate
- Complex forms
- Electronic system needed

Kaizen Event – Step 3

Development of Future State



- **Developed & integrated end-to-end future state process maps** from each function
- **Examined potential improvements** addressing waste type, value contribution & completion intervals
- **Analyzed Outcomes**
 - Reduced process element & wait times
 - Improved process element outcomes

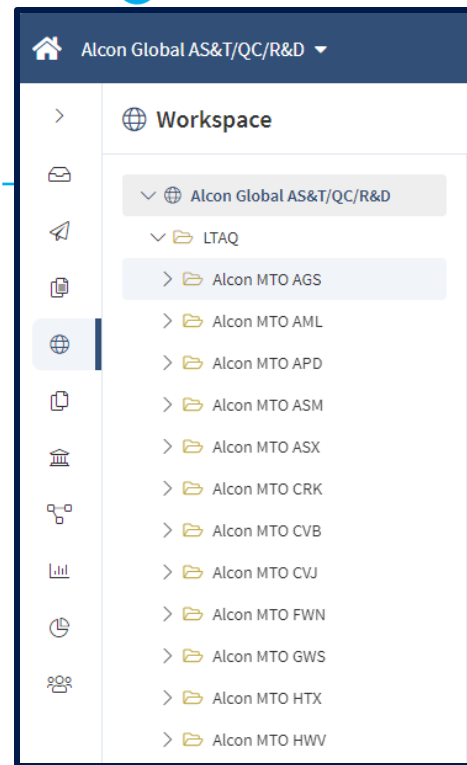


Action Plan

- Publish Quality System Procedure and Template Design
- KNEAT Build process
 - Timing was simplified due to harmonized process
- Template Permissions/User Access

Use KNEAT as Electronic system to support the harmonized process

- Develop
- Implement
- Adopt



Outcome

Waste elimination

- Number Approval
- Physical movement - Risk of loss or missing
- Wait Time

Measured Benefits

- Overall Reduction in Time: 54.2%
- Total Save Time: 100 Days
- Value Added Efficiency: 22%

Ongoing Maintenance

- Global Network
- Procedure and Template Updates
- License Distribution

Lessons Learned

- Roll out with sites and changes
- Financial impact not accounted for
- When to engage site functions (QA, Users, Finance)
- Up front work with down stream payoff.

Next Steps

- Expansion to Method Validation Life Cycle
- Partnering with KNEAT for Product Enhancement
- Interface with other Lab Systems



Q & A