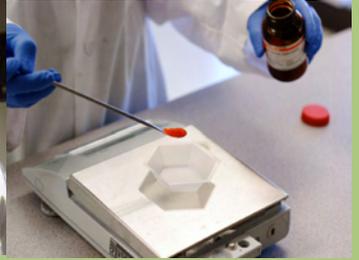
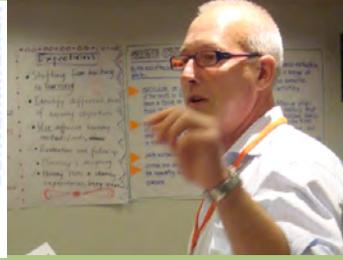


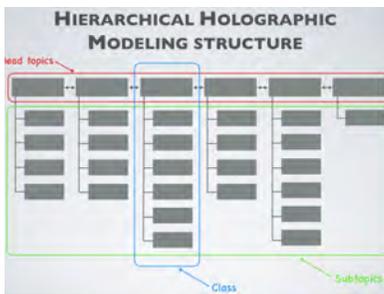
# What did LearningPlus accomplish in 2009?



## What can we do for you in 2010?

**Since 1992, LearningPlus has worked with leading pharmaceutical, biopharma, medical device, and blood products firms around the world.**

In 2009, our work has expanded as we helped firms plan, evaluate, and optimize the investments they were making in their learning organizations.



### Implementing an integrated Risk Management program

**Client Need:** A multinational biotech firm was looking for an outside resource to help

them understand how Quality Risk Management could be integrated into its development, operations, and quality programs. After interviewing several nationally-known firms, they selected LearningPlus. **LearningPlus Solution:** We created a six-phased plan that included gathering information on all the firm's current risk management efforts, identifying how risk-based thinking could be integrated into its activities, and then, developing the competencies of its people so they can continue their risk management efforts without external assistance. Hands-on learning events were developed for senior executives and those using risk analysis tools.

### Compliance remediation

**Client Need:** Two different firms under FDA scrutiny and needing training for their operations staff and



managers on GMPs as part of their remediation plan with the FDA contacted LearningPlus. **LearningPlus Solution:** We worked with the quality and training stakeholders at each company to understand their overall goals, constraints, and issues. LearningPlus conducted one-half day and two-day sessions for various groups, complementing the remediation work being performed by other consulting firms.

### Course evaluation

**Client Need:** An international non-governmental organization (NGO) wanted a training expert to observe its unique week-long



experiential learning event and provide a detailed evaluation of the event's benefits to the learners, their organizations, and the sites visited. **LearningPlus Solution:** We participated in the six-day course, developed surveys, conducted interviews, and prepared post-session questionnaires. Using Kirkpatrick's well-accepted four-level model, we then collected, organized, and analyzed the data that gave strong evidence of the positive benefits the course had on the participants and the organizations for which they worked around the world.



LearningPlus designs, develops, and implements learning and performance solutions to the healthcare manufacturing industry on topics related to Good Manufacturing Practice (GMP) requirements. Our

industry experience, technical knowledge, and skills in training course design allow us to produce unique leader-led, technology-based, and “blended” courses. Our learning solutions actively involve the participants so they can learn, use, and apply the information in their jobs. We can adapt our previously developed courses to the special needs of an organization or create a highly specific and customized performance solution to address a particular area of concern.

LearningPlus is led by James Vesper who has had more than 25 years experience in the pharma and biopharma industry. As the author of five books and numerous book chapters and technical articles, he and LearningPlus’ training consultants have had an impact on GMP training affecting literally tens of thousands of people world-wide.

**What can LearningPlus do for you in 2010?** We would enjoy talking with you about your specific needs or how risk management, human error reduction, and new tools for learning can give your firm a performance advantage. Call, email, or visit our website!

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[www.learningplus.com](http://www.learningplus.com)



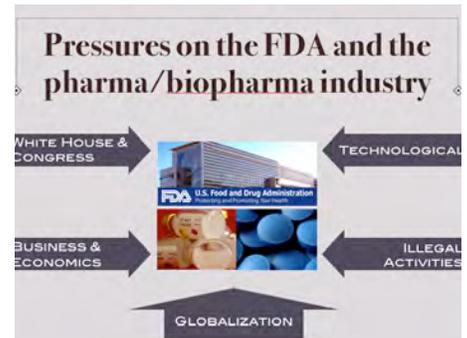
## Training for 6000 people, please

**Client Need:** A global pharma firm wanted a course on applying and interpreting GMPs as part of their basic curriculum for all supervisors, managers, and directors. To provide a true industry perspective, they wanted an experienced outside organization to present the sessions. **LearningPlus Solution:** A two-day course, *GMPs for Supervisors and Quality Unit Personnel* was developed using a unique video, *Leading the Climb*, that examines the similarities between mountain climbing guides and supervisors. The updated course, still being presented 11 years after its start, has included 6000 participants world-wide. Different versions of this course have been adapted and used with other pharma and biopharma firms.



## Investigation report writing: taking investigations to a new level

**Client Need:** A biologicals firm wanted to significantly expand its course on investigation report writing that their internal trainers and subject matter experts could teach. **LearningPlus Solution:** Based on experiences that we have had throughout the industry, LearningPlus did an analysis and provided a comprehensive set of recommendations to the project leaders, including a new report format. We then developed and implemented a one and one-half day course focused on writing and reviewing investigation reports. As part of the larger solution, a paper-based and a “wiki”-type writers guide were developed with a variety of examples of what to do and what *not* to do.



## Keeping people current

**Client Need:** Throughout the year, firms around the world ask us for short “refresher” courses, to help keep their operations, technical, quality, and management staff current with issues and topics important to the industry and regulatory authorities. **LearningPlus Solution:** For more than 12 years, LearningPlus has presented a leader-led *GMP Update* course at firms in the US, Canada, and Europe. Other courses we provide include case studies or activities showing why GMPs are critical and what other industries like health care and aviation can teach us about using checklists and human error. We strive to make refresher training something that is valuable for the learners and the organization.