

# What did LearningPlus do in 2010?



## What can we do for you?

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

In 2010, we are helping organizations achieve business, quality, performance, and compliance results through focused, targeted learning solutions.

System	Hazard ID
Freezer (Normal Operation)	<ul style="list-style-type: none"><li>Loss of Power</li><li>Temperature Excursion</li><li>Loss of refrigerant</li><li>Warm Spots not identified</li><li>Location</li></ul>

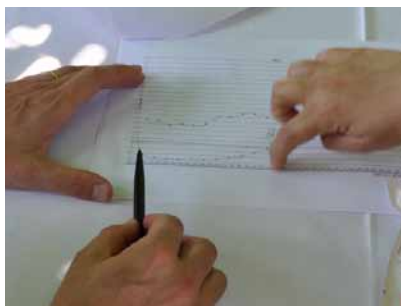
### Quality Risk Management

**Client Need:** A multinational biotech firm was looking for an outside resource to help them integrate QRM – Quality Risk

Management – into their development, operations, and quality programs. After interviewing several nationally-known firms, they selected LearningPlus. **LearningPlus Solution:** LearningPlus reviewed the firm's QRM policy and procedure; then worked with the QRM project team to improve their definitions, rating scales, and templates. A short presentation for executives was developed and presented followed by a one-day workshop for those who would be conducting risk analyses. A facilitators' manual was developed and the workshop was licensed to the firm, enabling them to use it on an on-going basis.

### Qualifying Repair Technicians

**Client Need:** A global medical device manufacturer wanted to establish factory-authorized repair centers around the world but needed a curriculum, learning materials, and a plan for qualifying its new technicians.



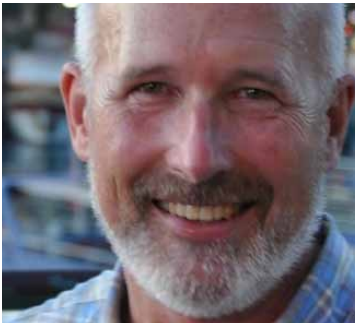
**LearningPlus Solution:** Building on the well-written, detailed repair procedures the firm had in place, LearningPlus designed a multi-component, "blended" approach to address the client's needs. The blended solution included a series of e-learning courses that provided the new technicians with background on the devices (what they are and how they are used in clinical settings) and a "mental model" of how to approach the repairs based on different potential problems. Assessments – written and demonstration-of-performance – were prepared to give the medical device firm a high level of confidence that each new repair technician was qualified to work on the patient-critical devices.

### Developing Expertise

**Client Need:** An international non-governmental organization (NGO) wants to extend its training capacity so it



can provide a learning opportunity to those involved in handling time-temperature sensitive pharmaceutical products. **LearningPlus Solution:** We are collaborating with the NGO's learning group in creating a unique online learning system that will provide learners a virtual tour of how products are distributed. Virtual communities of practice will be established so learners can explore the different parts of a cold chain; then work together to identify and solve authentic problems based on actual events. The learning program is expected to be implemented in the third quarter of 2011.



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 that have use a variety of instructional media. Our learning solutions actively involve 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’ learning 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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## The Edge in Moving from Training to Learning

**Client Need:** One of the world’s largest vaccine producers wanted to change its culture from one that used a typical training approach to one that valued and emphasized learning. They requested LearningPlus’ assistance in developing and presenting the “kick-off” event.

**LearningPlus Solution:** LearningPlus developed a two hour event with presentation, photos, video, and activities entitled, *Learning as the Edge*. Using recent examples – including some from the 2010 Winter Olympics that had just concluded – participants discovered the benefits that a learning and performance edge can give them and their organization. Nearly 2000 people participated in the learning event.



## Training System Assessment and Recommendations

**Client Need:** A biotechnology firm wanted an outside expert evaluation of its training system in light of its rapid expansion and quality goals.

**LearningPlus Solution:** Interviews with management and other stakeholders, questionnaires, site visits, and observations were used to provide an assessment of the current program’s strengths and weaknesses. The solution included a high-level curriculum design on quality/compliance topics as well as recommendations to help build formal and informal learning practices into the fabric of the organization. LearningPlus continues to work with the firm as it implements the recommendations.



## 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 industry and regulatory authorities. **LearningPlus Solution:** For more than 13 years, LearningPlus has presented a leader-led *GMP Update* course at firms in the US, Canada, and Europe. Other courses we provide present case studies and activities showing why GMPs are critical and what other industries like health care and aviation can teach us about using checklists and reducing human error. We strive to make refresher training something that is valuable for the learners and the organization.