

Why not make more money from existing Plants?

By: Barry Boyle, CompuPharma

It's always been true that thorough training of Operations and Maintenance personnel, though costly, results in optimum manufacturing performance. The purpose of this White Paper is not to make this obvious point but, to offer a means to provide such training at significantly lower cost.

The pharmaceutical industry was, until recently, profitable enough to ignore opportunities to 'squeeze' an additional 5-10% from their plants even when this resulted in more revenue for their companies. This is no longer the case. Given the current difficult economic climate and the pressure from governments to reduce drug prices, even manufacturers who currently run their plants well, should not ignore opportunities to raise their productivity by "squeezing out" more production.

This Paper demonstrates that incorporating e-Learning technology in Training Programs for Operations and Maintenance personnel results in improved performance and, consequently, more Production.

Method

The use of e-Learning in Operations and Maintenance Training Programs generates additional Production in two main ways. The first is superior knowledge-transfer and retention and the second comes from incorporation and dissemination of experience-based knowledge – known as, "Continuous Performance Improvement".

e-Learning

e-Learning, also called Computer Based Training (CBT), is an electronic means of transferring knowledge to trainees now available to everyone worldwide via the Internet. Advances in information technology have made this method of disseminating information very reliable and engaging, resulting in improvement over traditional methods of 40% in knowledge-transfer and 25% in retention.

The principal benefits from e-Learning are; consistency of message to trainees; capture of experts' knowledge without incurring expensive, inconvenient and exhausting travel; savings in cost of classrooms and related travel for trainees and instructors; no losses in production due to classroom attendance (greatest cost saving); ease of updating e-Lesson content; focus on target audience, catering to multiplicity of human learning preferences such as Visual (text and media such as videos, photos, graphics), Sound from voiceover in any language, Participation using short quizzes, and Testing and Records to confirm knowledge transfer.

Superior Knowledge-Transfer

Many Pharmaceutical Manufacturing companies have used CompuPharma's custom e-Lessons to improve Operators' process knowledge resulting in superior trouble-shooting and diagnosing skills. This has allowed them to save time by sending Maintenance Technicians directly to the source of process problems. Thus downtime is diminished and production resumes faster than was previously the case. These improvements resulted in more production capacity and higher ROI. As with Operators, training of Maintenance Technicians using custom e-Lessons also resulted in increased production due to improved working knowledge of equipment and procedure consistency, i.e. doing the job, the same way, all of the time.

Continuous Performance Improvement Program

As described above, Operators and Maintenance Technicians, having gained superior knowledge of the Process and related Equipment from Training Programs based on e-Lessons, will perform their job functions better and faster. However, e-Learning technology can provide even more benefits thanks to its ease of updating and modification.

While working "better and faster" the Operators and Maintenance Technicians are able to fine tune their work over time by incorporating and disseminating implicit, or experience-based, knowledge into their e-Lessons. This implicit knowledge, or "Best Practice", becomes the standard throughout the plant or organization and further increases in production result. In general, "Best Practice" represents the use of the implicit knowledge gleaned from the experts with the best plant experience in Operations and Maintenance work. The result is consistent procedures no matter what shift or day of the week and the elimination of the common problem of personnel repeating the same mistakes over and over again.

Barry Boyle is the CEO of CompuPharma. CompuPharma assists companies in regulated industries, particularly pharmaceutical drug manufacturing, biotech and medical devices, in meeting their training, productivity and compliance challenges by using technology to improve and enhance knowledge acquisition.

COMPU PHARMA

United States:

CompuPharma Inc.
55 Madison Avenue,
Suite 400 # 4100,
Morristown, NJ 07960,
USA.

973-588-4884 **or**
1-800-681-8869

info@compupharma.net
www.compupharma.net

Europe:

CompuPharma Ltd.
20B Beckett Way,
Park West Business Park,
Dublin 12,
Ireland.

+353-1-630-1480

info@compupharma.net
www.compupharma.net