



SUCCESS STORY

Accelerating Readiness at a Fortune 1000 Pharmaceutical Company

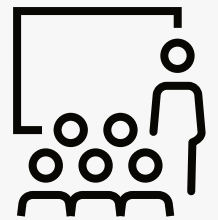


The Challenge

A Fortune 1000 pharmaceutical company was preparing to bring a new facility online to produce an innovative treatment for rare genetic disorders. As with all of its operations, the company was committed to meeting or exceeding Current Good Manufacturing Practices (CGMP) and FDA requirements.

The stakes were high. The company faced multiple upcoming FDA inspections and needed to ensure its workforce was fully trained in a critical drug manufacturing technique, all within just eight weeks.

The new facility was staffed with 65 employees. About half were experienced in drug manufacturing, while the other half were recent college graduates with limited hands-on experience. Leadership needed a training program that could quickly build skills, ensure regulatory compliance, and keep the facility's startup on schedule.



The Solution

As a trusted partner, Clarity Consultants was engaged to provide an L&D professional with deep pharmaceutical knowledge.

The consultant worked onsite at the plant, carefully balancing the urgency of preparing for operations with the need to respect the time of subject matter experts (SMEs) and employees. Two SMEs played a central role—one with expertise in the manufacturing technique and another in compliance.

Using these insights, the consultant created a six-hour blended training program that combined classroom instruction, lab-based practice and testing, and eLearning. To reinforce learning, the program included job aids, videos, and handouts. A train-the-trainer component was built in to ensure the program could scale effectively, and the consultant observed the pilot session to provide feedback and coaching that strengthened trainer delivery.

The Result

The program delivered immediate results. Of the 65 employees, 63 successfully performed the required technique on their first attempt, while the remaining two passed after retaking the lab session. The facility's external quality inspector gave the new plant a high rating, validating both the training approach and operational readiness.

Beyond these initial outcomes, the training created a long-lasting business impact. The company considered the program so effective that it expanded the course to other facilities, standardizing workforce training across locations. The consultant's ability to deliver training without disrupting plant startup activities ensured that operations launched on schedule and FDA deadlines were met.

Impressed by the consultant's expertise and the quality of the results, the client extended the engagement to develop additional eLearning programs for new manufacturing equipment. The investment in structured, learner-focused training paid off in multiple ways: employees quickly built confidence in critical skills, regulatory compliance was achieved, and the organization gained scalable training resources that will continue to support future workforce growth.

