

Project Example

Development of global Safety and Compliance Trainings, Rollout across the Group and Monitoring

Pfizer AG



Goal / Task

- Develop training content based on new SOPs and CAPA requirements for global audience
- Rollout the trainings to commercial customer-facing colleagues and service providers across the group
- Monitor and drive completion up to 100% within a defined deadline to fulfill safety and compliance requirements (CAPA)

Special hurdles to overcome

- Definition of global target group in line with safety and compliance requirements (CAPA)
- Global tracking of completion rates up to 100%

Solution

- Rollout of global, multilingual online- and offline trainings using the digital learning management system
- Implementation of global monitoring and escalation process in close alignment with global and national management

Result

- Achievement of 100% training completion rate within the defined deadline
- Global archiving of completion records for audit proof documentation

Project Partner

Project owner is the Pfizer AG. The project partner can be named on request.