

CASE STUDY

Actalent Saves Client Thousands on Training Costs for New Consultants



Documentation training oversight supports client's regulatory compliance efforts while freeing up client resources

Client Profile

Our client is a globally recognized contract development and manufacturing organization (CDMO) in the drug delivery and pharmaceutical industry.

The Challenge

The FDA had approved an increased number of our client's products. While more FDA approval meant more potential products in the marketplace, it also meant more quality control (QC) testing that needed to be conducted on these products. This testing took time and resources away from their documentation training program, an essential part of the quality control process. The client struggled with high turnover of their own chemists, causing them to engage with Actalent initially as a talent provider. Their chemists were originally conducting documentation training, but because of the reduced number of chemists in addition to the increased quality control testing needing to be completed, the client no longer had the bandwidth to manage this training.

Documentation training is an essential part of our client's quality control operation, but it could take eight hours to properly train a new consultant. This was eight hours the client could not afford, as they needed all their employees to conduct QC testing. Without a partner to support documentation training, the client had to continue pulling their chemists away from vital testing to train new consultants.

This delayed their ability to move products into the market and caused them to provide inconsistent and inaccurate training to consultants. This was potentially detrimental to their operations. Without completion of the QC testing, the client risked having to pull products from the market, possibly harming their reputation in the industry and subjecting them to non-compliance penalties.

The Actalent Approach

Initially, this client engaged with Actalent as a partner to help address and remedy their high attrition of chemists. We supported their drug delivery efforts within their QC lab for four years, eventually becoming their preferred vendor due to our ability to find the best talent for the project. Our team lead (TL) supported our consultants in the QC lab, but we were eager to have the client utilize the TL more frequently and to a larger extent.

Once the client realized they could no longer manage the documentation training while also completing the necessary QC testing, they chose to utilize a services-based solution with Actalent. Because of our established relationship with the client, they allowed us to start running the documentation training for our own consultants.

They trusted us to oversee the interview process as well, enabling us to find qualified candidates and move them through the process quickly, putting them to work even faster.

Actalent also had a project manager (PM), Christina, assigned to this project to help the TL smoothly direct the training. Our PM had performed documentation tasks for this client in the past and was familiar with the work environment and the FDA regulations they needed to follow. This enabled Christina to build stronger relationships with consultants as she had the knowledge to provide constructive feedback that could help them succeed in their roles. Our TL on the project was also a chemist, giving him essential insight into the job and enabling him to guide new consultants through the client's preferred processes. By utilizing their in-depth knowledge of the client's requirements, our PM and TL created resources for each new and future consultant with the purpose of streamlining and standardizing the training process. Currently, our TL manages a team of 17 consultants.

The Results

Before utilizing a services solution with Actalent, the client struggled with completing important work. Training was inconsistent, risking the client's ability to maintain regulatory compliance and keep their products on the market. By allowing Actalent to manage the documentation training, the client's chemists' time was freed up, enabling them to focus on critical QC testing for their FDA-approved products. Since taking over the training process for new consultants, we've saved our client \$4,000 just in training costs.

Partnering with Actalent minimized the occurrence of errors. We streamlined the onboarding process, ensuring all consultants were using the same procedures before releasing them into the project. This minimization of errors also resulted in an avoidance of fines for the client, as ensuring proper documentation training enabled us to guarantee that documentation practices were in regulatory compliance. We have established a trusting partnership with this client through our ability to continuously deliver, proving that we can manage this training without compromising quality.

Expertise provided

- + Chemist
- + Microbiologist
- + Quality Engineer
- + Equipment Calibration Specialist
- + LIMS Administrator



Actalent



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